

THE SIXTEENTH ANNUAL PROGRESS REPORT

**COMMUNITY HOMELESSNESS ASSESSMENT,
LOCAL EDUCATION AND NETWORKING
GROUP (CHALENG) FOR VETERANS
(FY 2009)**

**SERVICES FOR HOMELESS VETERANS
ASSESSMENT AND COORDINATION**

March 17, 2010

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TABLE OF CONTENTS

Executive Summary.....	1
I. Introduction.....	4
II. Data Collection for the Annual CHALENG Survey.....	5
Table 1. CHALENG Community Provider Respondent Function, FY 2009.....	7
Table 2. VA Providers (staff), FY 2009.....	7
Table 3. Years of Community Provider Involvement in CHALENG, FY 2009.....	8
Table 4. Consumer (homeless and formerly homeless Veterans) Status.....	8
III. Identified Needs of Homeless Veterans.....	8
Table 5. Met and Unmet Needs of Homeless Veterans (all individuals who completed 2009, 2008 CHALENG Participant Surveys).....	12
Tables 6a and 6b. Top Ten Highest Unmet Needs Identified by Consumers, FY 2007 – FY2009.....	13
Table 7. Top Ten Highest Unmet Needs Identified by VA and Community Providers, FY 2007 - FY 2009.....	14
Table 8. Top Five Unmet Needs Identified by Sub-Populations of Consumers Using Maslow's Hierarchy.....	17
Table 9a and 9b. Top Ten Highest Met Needs Identified by Consumers, FY 2007 - FY 2009.....	19
Table 10. Top Ten Highest Met Needs Identified by VA and Community Providers, FY 2007 - FY 2009.....	20
IV. Estimate of Homelessness among Veterans.....	21
V. Assessment of VA and Community Collaborative Efforts.....	25
Table 11. Veteran-specific Bed Capacity and Bed Need Assessment.....	26
Table 12. Community Agency Participants' Ratings of Partnership Integration.....	28
Table 13. Community Agency Participants' Ratings of Partnership Implementation.....	28
Table 14. Interagency Collaborative Agreements and Outreach Sites for FY 2009.....	29
Table 15. Subjects of Interagency Collaborative Agreements, FY 2009.....	30

VI. Planning	31
Figure 1. Top FY 2009 Needs Selected for Point of Contacts to Address...	31
Figure 2. Outcomes for Top Ten Action Plan Topics with Percentages of POC Sites that were Successful.....	32
Table 16. Successful Outcomes for Action Plans Addressing Permanent Housing.....	33
Figure 3. Needs Selected For 2009 Action Plans.....	34
VII. Summary: Trends In Veteran Homelessness	36
References	37

Appendices

- Appendix 1: 2009 CHALENG Needs Score by VA Facility - Consumer
(Homeless Veteran) Assessment
- Appendix 2: 2009 CHALENG Needs Score by VA Facility – Combined
Community and VA Representatives Assessment
- Appendix 3: 2009 CHALENG Needs Score by Network – All Participants
- Appendix 4: 2009 CHALENG Integration/Implementation Scores by VA Facility –
Community Representatives Assessment
- Appendix 5: FY 2009 Estimated Number of Homeless Veterans and Information
Sources by VISN and VA - POC Site Assessment
- Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans
Addressing Homeless Veterans Needs
- Appendix 7: Best Practice Examples from FY 2009
- Appendix 8: Points of Contact by VISN
- Appendix 9: Consumer and Participant Survey Forms

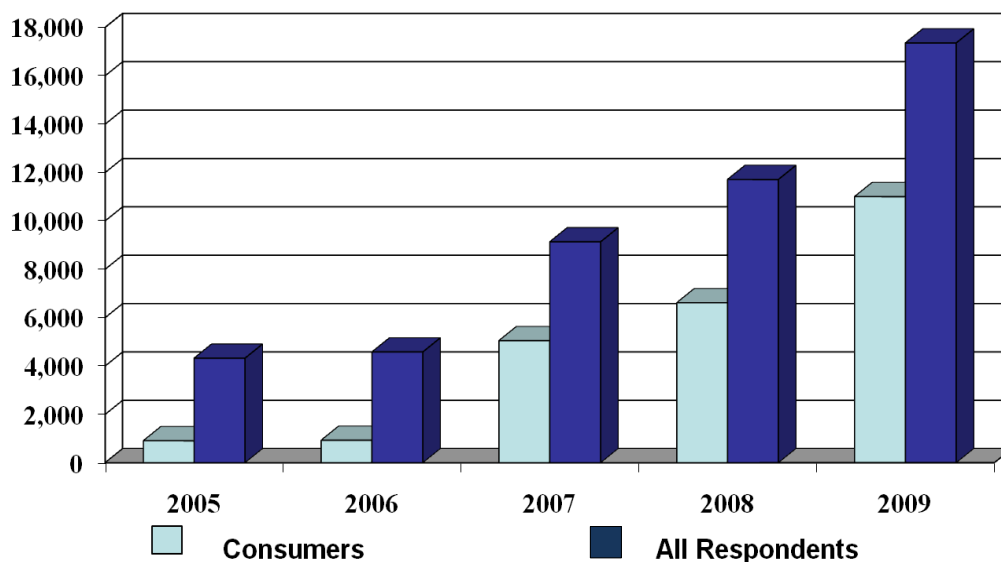
Fiscal Year (FY) 2009 Community Homelessness Assessment, Local Education and Networking Groups for Veterans (CHALENG) Report

Executive Summary

Since 1993, the Department of Veterans Affairs (VA) has collaborated with local communities across the United States on Project CHALENG for Veterans. The vision of CHALENG is to bring together homeless and formerly homeless Veterans (referred to in this report as “consumers”), providers, advocates, local officials, and other concerned citizens (annual participation of “all respondents” in graph below) to identify the needs of homeless Veterans and then work to meet those needs through planning and cooperative action.

As in previous years, data collected during the FY 2009 CHALENG process are from questionnaires completed by respondents that include VA staff, community providers, and homeless Veterans. Three years ago, CHALENG introduced a consumer-specific survey. This effort is designed to empower consumers (annual participation of “consumers” in graph below) as active participants in the design and delivery of homeless services. Their involvement is consistent with VA’s recovery-oriented approach to delivering mental health services. CHALENG represents one of the only efforts to catalog the needs of homeless persons that relies heavily on consumer input. Since the introduction of the consumer survey for FY 2007, participation in CHALENG has increased significantly (see graph below).

Year-to-Year Participation Changes



- *CHALENG Homeless Veteran Participation was excellent*
 - 16,512 people participated in the 2009 CHALENG process, a 41 percent increase from 2008. Nearly two thirds (65 percent) of the 2009 participants (n=10,701) were consumers. Consumer involvement increased 62 percent from 2008.
- *Need remains high.*
 - It is estimated that during the January 2008 point-in-time survey, there were approximately 107,000 Veterans who were homeless. This is based on estimates reported by the CHALENG points of contact (POCs). POCs are usually local VA homeless program coordinators from around the country.
 - POC sites reported seeing a total of 2,368 homeless Veteran families. This was an 85 percent increase over the previous year's report of seeing 1,282 homeless Veteran families. This change may reflect the impact of the Department of Housing and Urban Development – VA Supported Housing (HUD-VASH) expansion where VA staff work with Veterans and their families; 12 percent of the Veterans placed in HUD-VASH have children. Homeless Veterans who served in Iraq and Afghanistan are more likely to have family or children that also require assistance. For Veterans who served in Iraq or Afghanistan, 43 percent of those receiving HUD-VASH vouchers plan to live with their children.
- *VA/Community partnerships continue to yield outcomes.*
 - In FY 2009, 93 percent of POC sites that had a nearby HUD Continuum of Care planning group participated in the local Continuum of Care planning efforts.
 - Nationwide, VA homeless programs have close to 4,000 interagency collaborative agreements (formal and informal) to serve homeless Veterans.
 - 2,418 outreach sites (such as shelters, soup kitchens, welfare offices, or other locations where homeless persons may be found) were accessed in FY 2009.
 - Nearly a quarter (24 percent) of sites indicated they have an on-campus housing program operated by a community partner.
 - Ninety-six percent of sites that prioritized permanent housing in their FY 2009 action plan reported success, due mainly to the nationwide expansion of the HUD-VASH program.
 - CHALENG POC action plans for FY 2010 addressed priority needs such as permanent, emergency, and transitional housing, dental care, job finding, VA disability/pension, job training, transportation, legal assistance for outstanding warrants and fines, and re-entry services for incarcerated Veterans.
- *Consumers identification of needs vary significantly as their status changes*
 - Although the overall consumer ranking may indicate that a particular need is a high ranking unmet need, this result can vary widely by the current housing status of the Veteran. For example, child care ranks as the fourth highest unmet need overall, however Veterans in shelters or on the streets do not rank child

care as a “top ten” unmet need while those in permanent housing rank it only as the tenth highest unmet need.

- VA’s highly integrated health care model has made medical and mental health treatment readily accessible to Veterans. Veterans rank these services as highly met needs.
- Consumers overall, no longer rank dental care as a “top ten” unmet need. Through the Homeless Veteran Dental Program (HVDP) dental care has expanded its services for those homeless Veterans participating in VA transitional and residential programs. Interestingly, however, this expanded eligibility is *not* available to consumers who have been placed in permanent housing or are on the streets or in shelters. Consumers in these circumstances rate dental care as the first and second highest unmet need respectively.

I. Introduction

In 1993, VA launched Project CHALENG for Veterans. CHALENG is a program designed to enhance the continuum of services for homeless Veterans provided by local VA health care facilities and their surrounding community service agencies. The guiding principle behind Project CHALENG is that VA must work closely with the local community to identify needed services and then deliver the full spectrum of services required to help homeless Veterans reach their potential. Project CHALENG fosters collaborative planning by bringing VA together with community agencies and other Federal, state, and local government programs. This cooperation raises awareness of homeless Veterans' needs and spurs planning to meet those needs.

The legislation that originally guided this initiative was contained in Public Laws 102-405, 103-446, and 105-114. The Veterans Health Administration (VHA) has subsequently set the requirement for CHALENG in Handbook 1160.01, *The Uniform Mental Health Services in VA Medical Centers and Clinics* (U.S. Department of Veterans Affairs, 2008), which states, "Each VA medical center is required to hold one CHALENG meeting annually with community partners to collaboratively assess the need for services to homeless Veterans." Meeting the goals of Project CHALENG requires each VA medical center to:

- Assess the needs of homeless Veterans living in the area;
- Make assessments in coordination with representatives from state and local governments, appropriate federal departments and agencies and non-governmental community organizations that serve the homeless population;
- Identify the needs of homeless Veterans with a focus on health care, education, training, employment, shelter, counseling, and outreach;
- Assess the extent to which homeless Veterans' needs are being met;
- Develop a list of all homeless services in the local area;
- Encourage the development of coordinated services;
- Take action to meet the needs of homeless Veterans; and
- Inform homeless Veterans of non-VA resources that are available in the community to meet their needs.

At the local level, VA medical centers designate CHALENG POCs who are responsible for the above requirements. These CHALENG POCs work with local agencies throughout the year to coordinate services for homeless Veterans.

CHALENG was designed to be an ongoing assessment process that describes the needs of homeless Veterans and identifies the barriers they face to successful community re-entry. In the current report, data was compiled from 16,512 respondents including 10,701 survey responses that were completed by homeless and formerly homeless Veterans. The CHALENG process is the only ongoing comprehensive national effort to poll VA staff, community providers, and consumers about the needs of homeless Veterans. The results help VA identify specific interventions needed to effectively assist homeless Veterans. In recent years, VA initiatives addressing areas identified in CHALENG as high areas of unmet needs include the following.

- A major expansion of the HUD-VASH has made approximately 20,000 new permanent housing vouchers and case management services available to homeless Veterans.
- A greater emphasis has been placed on family preservation. HUD-VASH allows VA staff to place Veterans and their families in affordable housing.
- The Homeless Veterans Dental Program (HVDP) has greatly expanded access to care for homeless Veterans in VA supported residential treatment or transitional housing.
- The Healthcare for Re-Entry Veterans Program (HCRV) has helped transition formerly incarcerated Veterans back into the community; playing an important role in preventing homelessness.
- Veteran Justice Outreach Initiative (VJO) seeks to avoid the unnecessary criminalization of mental illness and extended incarceration among Veterans by ensuring that eligible justice-involved Veterans have timely access to VA mental health and substance abuse services when clinically indicated, and other VA services and benefits as appropriate.
- VA has worked with the Department of Health and Human Services (HHS) and the American Bar Association to develop a pilot program that will offer legal assistance to Veterans seeking to negotiate a sustainable child support payment plan.

The annual CHALENG report is an important source of information on homeless Veterans for policymakers. The report is also used by VA Central Office (VACO) to respond to media inquiries about homeless Veterans. As the report is posted publicly on VA's Web site, it can help to educate the general public about homelessness among Veterans.

The CHALENG process has helped build thousands of relationships with community agencies, Veterans groups, law enforcement agencies, and Federal, state, and local government. Local CHALENG meetings, where attendees complete the Participant or Consumer Survey (see Appendix 9), represent important opportunities for VA, and public and private agency representatives to meet, network, and develop meaningful partnerships to better serve homeless Veterans.

Finally, as VA begins to embark on its Five-Year Plan to end homelessness among Veterans, CHALENG data will help guide policy makers in both developing program interventions and assessing the impact of the plan during its implementation. Future CHALENG reports will explore the impact of the Five-Year Plan on consumer (homeless Veterans and those at-risk of homelessness) needs.

II. Data Collection for the Annual CHALENG Survey

Annually, CHALENG conducts a national survey that solicits the opinions of various stakeholders on the needs of homeless Veterans. Most stakeholders have direct contact with homeless services as consumers, community agencies, or VA providers. Stakeholders also include other interested parties such as local officials and advocates. These surveys use a scale that can be tabulated and ranked so that CHALENG is able to let local communities know how they perceive a set of 42 possible needs. Local

need scores are combined to produce a national need ranking. Local scores listed by VA facilities are listed in Appendices 1 and 2 of this report, and national need scores are summarized in Table 5.

New to this year's CHALENG Consumer Survey process is a needs analysis based on the current status of the consumer (Table 6b). Top met and unmet needs are given for three categories of consumers:

- Veterans living on the streets or in shelters;
- Veterans who are homeless, but in a safe, therapeutic residential setting such as a VA residential treatment program or a VA funded transitional housing program; and
- Formerly homeless Veterans now residing in permanent housing.

A) Questionnaires used in survey

This *Sixteenth Annual Progress Report of Project CHALENG* is based on data collected from two surveys.

1. The CHALENG POC Survey:

This survey, distributed to POCs only, is a self-administered questionnaire requesting information on the needs of homeless Veterans in the local service area, development of new partnerships with local agencies, and progress in creating/securing new housing and treatment for homeless Veterans.

2. The CHALENG Participant Survey:

This survey is distributed by each POC at his or her local CHALENG meeting to stakeholders: Federal, state, county, city, non-profit and for-profit agency representatives that serve the homeless in the POC's local service area; local VA medical center, Vet Center, VA Regional Office staffs; and to consumers. The self-administered survey requests information on the needs of homeless Veterans in the local service area, and rates VA and community provider collaboration. There are two versions of the CHALENG Participant Survey, one for VA staff and community providers, officials, volunteers, and a separate consumer survey. The consumer version includes only those questions pertinent to Veterans who are homeless or at risk for homelessness.

B) CHALENG Survey Respondents

CHALENG POC Survey Respondents

POC survey questionnaires were mailed to all designated CHALENG POCs. Out of 140 POC sites, 140 (100 percent) were returned.

CHALENG Participant Survey Respondents

There were 16,512 respondents to the 2009 Participant Survey, a 41 percent increase from the previous year, which had a total of 11,711 respondents. Of the 16,152 respondents, 10,701 were currently or formerly homeless Veteran consumers, 1,843 were VA staff, 3,860 were community providers/advocates (agency staff, local officials, interested individuals), and 108 were community respondents who indicated no agency affiliation. 22 percent of community providers who represented an agency said their agency was “faith-based.”

Consumer involvement increased from 6,613 participants in 2008 to 10,701 participants in 2009, a 62 percent increase. Community provider respondents were asked to designate their organizational titles in the survey (see Table 1). In prior years, survey respondents represented a range of service functions from executives and policymakers to line-level service providers.

Table 1. CHALENG Community Provider Respondent Function, FY 2009.

	Community Participants (n=3,703)*
Local service agency top managers (executive directors, chief executive officers)	17%
Mid-level managers, supervisors and advocates	34%
Clinicians and outreach workers (social workers, case managers, nurses)	31%
Elected government officials or their representatives	1%
Board members	2%
Other (financial officers, attorneys, office staff, planning staff, etc.)	15%

*157 respondents did not indicate their function

VA representation in the Participant Survey was mainly through VA Medical Centers (see Table 2 below).

Table 2. VA Providers (staff), FY 2009.

VA Agency	VA Staff (n=1,843)
VA Medical Center staff	91%
VA Regional Office staff	3%
Vet Center staff	4%
VA Other (National Cemetery Administration, Central Office and VISN staff)	2%

Community provider respondents were asked how long they had been involved in CHALENG (see Table 3). Over half (54 percent) of the participants had recently become involved in CHALENG.

Table 3. Years of Community Provider Involvement in CHALENG, FY 2009.

Time Involved in CHALENG*	Community Participants (n=2,868)*
11 years or more	6%
6-10 years	10%
1-5 years	30%
Less than one year	54%

*992 community respondents did not indicate any time involved in CHALENG and have not been included in the denominator in this table.

Consumers who participated in CHALENG came from a variety of settings (see Table 4 below). Thirty percent of those surveyed were literally homeless as many of these Veterans were contacted in initial outreach and Stand-Down events. Fifty-two percent were in a transitional housing program, such as VA's Grant and Per Diem (GPD) Program or a residential treatment program such as VA's Domiciliary Care for Homeless Veterans (DCHV) Program. Eighteen percent were maintaining themselves in permanent housing.

Table 4. Consumer Status.

Where homeless Veteran CHALENG Participant was living at time of Survey	Homeless Veterans (n=9,550)*
Literally Homeless (on streets, in shelter, care)	30%
In VA DCHV	19%
In VA GPD or other Transitional housing program	33%
In Permanent Housing (including Section 8 Housing)	18%

*Does not include 1,151 cases which indicated no housing status

Many homeless Veteran CHALENG participants have been chronically homeless. Over half of the Veterans (56 percent) had previously been homeless for over 12 consecutive months. Nearly half (47 percent) had suffered four separate episodes of homelessness in the past three years.

III. Identified Needs of Homeless Veterans

A) Comparing the Needs of Homeless Veterans to the General Homeless Population

Assessing the scope of needs faced by homeless persons is a vital first step in the effort to end homelessness. Only through an accurate identification of these needs can resources be effectively targeted. One of the earliest national efforts to catalog the services required to lift persons out of homelessness was the Federal Task Force on Homelessness and Severe Mental Illness that published *Outcasts on Main Street* (1992). It stressed the importance of developing integrated systems of treatment, housing and support services that included outreach, case management, and a range

of housing options. The Access to Community Care and Effective Services and Supports (ACCESS) program began in 1993 in response to the Federal Task Force's report. ACCESS demonstrated that system integration, as measured in part by interagency agreements, addressing housing, health care, outreach, and case management had a positive impact on housing incomes, mental health symptoms, drug use, days worked, and minor criminal activity for homeless persons with serious mental illnesses (Rosenheck et al., 1998). Through its emphasis on local planning and inclusion, CHALENG emphasizes such integration and collaboration. The outcomes of local VA efforts in establishing agreements with local community agencies can be found on Table 14.

The National Survey of Homeless Assistance Providers and Clients (NSHAPC) was the first comprehensive, national effort to estimate the numbers of homeless persons and to understand their unique characteristics (Burt et al., 1999). It found that addictions to drugs and alcohol, mental health disorders, foster care experiences, and histories of physical and sexual abuse, were far more common among homeless persons than in the general population. CHALENG seeks to identify the unique needs of homeless Veterans across a broad spectrum of biopsychosocial concerns.

Interventions in homelessness can produce meaningful impact both on those served and the community as a whole. Supportive housing has been found to meet not only the needs of homeless persons by reducing homelessness, criminal activity, and hospitalizations, but also to reduce overall costs (Culhane, 2002). These findings helped to spur the acceptance of supportive housing models which are commonly employed today both in the community and within VA. In addition to its residential treatment programs, VA offers several supportive housing options: temporary contract housing through Health Care for Homeless Veterans (HCHV), transitional housing through its GPD program and long-term, and permanent housing through the HUD-VASH Program.

HHS's *Ending Chronic Homelessness* (2003) and Substance Abuse and Mental Health Services Administration's (SAMHSA) *Blueprint for Change* (2003) provides detailed analyses of the challenges facing the homeless and described successful interventions. Echoing the findings of The Federal Task Force on Homelessness, both describe a range of evidence-based and promising practices that include prevention services, treatment for co-occurring disorders, health care, employment, education, training needs, legal services, transportation, and supported housing placement.

The *Blueprint for Change* also emphasizes the importance of "person-centered values" that empower consumers by offering choice, dignity and hope. These "person-centered values" include the desirability of integrating consumer goals and preferences into program design. Despite this emphasis, few broad efforts have been made to ask homeless persons themselves what they identify as critical to their success. Rosenheck and Lam (1997) surveyed homeless persons to assess how they felt seven domains of need ranked in importance. This general population of homeless persons ranked the seven domains as follows.

Consumer Perception of Need

1. Long-term housing
2. Mental health
3. Dental
4. Medical
5. Financial support
6. Job assistance
7. Substance abuse

Ranked first was long-term housing, (comparable to CHALENG's highest "unmet" need), and substance abuse ranked seventh (comparable to CHALENG's highest "met" need). Compared to data from the Rosenheck and Lam study, CHALENG results have described the needs of homeless Veterans to be at variance with the needs of the general population of homeless persons. These differences can be particularly pronounced when comparing data from sub-populations of consumers (as described by Tables 6b and 8). Overall, consumers surveyed through CHALENG did not rate medical, mental health, and dental issues as high unmet needs; in fact, except for dental care all are described as highly "met" needs. In contrast, Rosenheck found the general homeless population rates mental health care as a high "unmet" need and medical care as a moderately "unmet" need.

This variance is not caused by *want of need* for mental health, dental or medical care. Veterans did not rank these needs as "unmet" as they had access to care. In FY 2009, VA's specialized homeless services worked with 92,625 Veterans. Of the 55,711 who completed formal intakes, half had a serious psychiatric illness, 62 percent were dependent on drugs and/or alcohol, and 68 percent had a serious medical problem (U.S. Department of Veterans Affairs, 2010). In 2008, over 31 percent of those entering a VA homeless residential rehabilitation program reported having significant oral pathology (U.S. Department of Veterans Affairs, 2009a). Thus, despite having a high prevalence of medical, mental health, dental, and substance abuse needs, overall these Veterans did not report such needs as being the most pressing.

Conversely, financial support is described as a less important need in the Rosenheck study, while in CHALENG it is a high "unmet" need with welfare payments, Supplemental Security Income/Social Security Disability (SSI/SSD), financial guardianship and VA disability/pension ranking 1, 5, 7 and 10 respectively.

However, it is often difficult to generalize these findings to the entire population of homeless Veterans served by VA's specialized homeless programs. It is apparent from the more refined consumer survey process CHALENG introduced this year, **the perception of need varies significantly by where the consumer is being served along the continuum of care**. These findings suggest:

1. Current needs research on homelessness may differ when homeless Veterans are compared to the general homeless population. This may occur as VA Homeless Programs are addressing needs that are generally not being addressed in general homeless populations (i.e., medical and mental health care).

2. Current needs research does not address the fact that needs may vary depending on where the homeless individual is in the rehabilitative process (i.e., literally on the streets, in transitional housing, or case managed in permanent housing).

B) Highest Unmet Needs: Focus on the Consumer Perspective

Participant Survey respondents were asked to rate how well 42 pre-identified homeless Veteran service needs were met in their community, using a five-point scale ranging from “Not Met” (1) to “Met” (5). Table 5 shows the results for the entire sample of respondents for 2009 (n=16,512). Tables 6a, 6b, and 7 show the top ten highest unmet needs for consumers (Veterans) and providers separately.

Table 5. Met and Unmet Needs of Homeless Veterans (All CHALENG Respondents).

Need of Homeless Veterans		Average Score 2009 (n=16,512)	Average Score 2008 (n=11,171)	2008 Rank	Need is <u>met</u> = score of 5
1	TB testing (<i>highest "met" need score</i>)	4.00	3.96	1	
2	Medical services	3.98	3.96	2	
3	Treatment for substance abuse	3.86	3.78	5	
4	Help with medication	3.84	3.79	4	
5	Hepatitis C testing	3.82	3.73	6	
6	Food	3.82	3.85	3	
7	Personal hygiene (shower, haircut, etc.)	3.70	3.70	7	
8	TB treatment	3.70	3.59	11	
9	Services for emotional or psychiatric problems	3.69	3.63	8	
10	Detoxification from substances	3.68	3.59	12	
11	AIDS/HIV testing/counseling	3.68	3.62	9	
12	Spiritual	3.56	3.51	14	
13	Clothing	3.54	3.61	10	
14	Emergency (immediate) shelter	3.50	3.50	15	
15	Treatment for dual diagnosis	3.49	3.42	16	
16	Help getting needed documents or I.D.	3.49	3.52	13	
17	Transitional living facility or halfway house	3.39	3.35	17	
18	Eye care	3.32	3.25	19	
19	Glasses	3.26	3.19	20	
20	Help with transportation	3.24	3.28	18	
21	Women's health care	3.24	3.09	25	
22	Drop-in center or day program	3.17	3.08	26	
23	Elder health care	3.15	3.01	27	
24	Education	3.15	3.13	21	
25	Help developing social network	3.14	3.10	24	
26	Family counseling	3.11	2.99	29	
27	Help managing money	3.11	3.00	28	
28	VA disability/pension	3.10	3.12	23	
29	Help with finding a job or getting employment	3.01	3.12	22	
30	Discharge upgrade	3.00	2.91	31	
31	Re-entry services for incarcerated Veterans	2.97	2.80	34	
32	Job training	2.95	2.98	30	
33	SSI/SSD process	2.92	2.90	32	
34	Dental care	2.88	2.90	33	
35	Guardianship (financial)	2.87	2.75	37	
36	Credit counseling	2.85	2.77	36	
37	Welfare payments	2.83	2.78	35	
38	Family reconciliation assistance	2.78	2.63	40	
39	Long-term, permanent housing	2.77	2.64	39	
40	Legal assistance for outstanding warrants/fines	2.74	2.69	38	
41	Legal assistance for child support issues	2.72	2.60	41	
42	Child care (<i>highest "unmet" need score</i>)	2.67	2.49	42	
					Need is <u>unmet</u> = score of 1

**Consumer and Provider (VA and Community)
Assessment of Homeless Veteran UNMET Needs**

Table 6a. Top Ten Highest *Unmet* Needs Identified by Consumers, FY 2007 - 2009.

2007	2008	2009
<ol style="list-style-type: none"> 1. Child care 2. Welfare payments 3. Long-term, permanent housing 4. Guardianship (financial) 5. SSI/SSD process 6. Re-entry services for incarcerated Veterans 7. Legal assistance 8. VA Disability/Pension 9. Discharge upgrade 10. Elder health care 	<ol style="list-style-type: none"> 1. Welfare payments 2. Child care 3. Legal assistance for child support issues 4. Guardianship (financial) 5. Family reconciliation assistance 6. Long-term, permanent housing 7. SSI/SSD process 8. Legal assistance for outstanding warrants/fines 9. Credit counseling 10. Re-entry services for incarcerated Veterans 	<ol style="list-style-type: none"> 1. Welfare payments 2. Legal assistance for child support issues 3. Long-term, permanent housing 4. Child care 5. SSI/SSD process 6. Legal assistance for outstanding warrants/fines 7. Guardianship (financial) 8. Family reconciliation assistance 9. Job training 10. VA disability/pension

Table 6b. Top Ten Highest *Unmet* Needs Identified by Housing Status*, FY 2009

Veterans who are Literally Homeless (n=2,866)	Veterans in Transitional Housing (VA Grant and Per Diem and Domiciliary (n=4,984)	Veterans in Permanent Housing (including HUD-VASH) (n=1,700)
<ol style="list-style-type: none"> 1. Long-term, permanent housing 2. Dental Care 3. Welfare payments 4. VA disability/pension 5. SSI/SSD process 6. Job finding 7. Job training 8. Legal assistance for outstanding warrants/fines 9. Guardianship (financial) 10. Legal assistance for child support issues 	<ol style="list-style-type: none"> 1. Welfare payments 2. Child care 3. Legal assistance for child support issues 4. Family reconciliation assistance 5. SSI/SSD process 6. Long-term, permanent housing 7. Guardianship (financial) 8. Legal assistance for outstanding warrants/fines 9. Credit Counseling 10. Job training 	<ol style="list-style-type: none"> 1. Dental care 2. Legal assistance for outstanding warrants/fines 3. Welfare payments 4. Legal assistance for child support issues 5. Job finding 6. Job training 7. VA disability/pension 8. Credit counseling 9. SSI/SSD process 10. Child care

*Does not include 1,151 consumers that indicated no housing status

Table 7. Top Ten Highest *Unmet* Needs Identified by VA and Community Providers, FY 2007 - 2009.

2007	2008	2009
<ol style="list-style-type: none"> 1. Long-term, permanent housing 2. Child care 3. Dental care 4. Re-entry services for incarcerated Veterans 5. Legal assistance 6. Help managing money 7. Guardianship (financial) 8. Glasses 9. Eye care 10. Transitional living facility or halfway house 	<ol style="list-style-type: none"> 1. Child care 2. Long-term, permanent housing 3. Legal assistance for outstanding warrants/fines 4. Legal assistance for child support issues 5. Family reconciliation assistance 6. Dental care 7. Credit counseling 8. Re-entry services for incarcerated Veterans 9. Help managing money 10. Guardianship (financial) 	<ol style="list-style-type: none"> 1. Child care 2. Legal assistance for outstanding warrants/fines 3. Legal assistance for child support issues 4. Family reconciliation assistance 5. Long-term, permanent housing 6. Credit counseling 7. Dental care 8. Help managing money 9. Re-entry services for incarcerated Veterans 10. Guardianship (financial)

For FY 2009, Table 5 indicates that child care, legal assistance for child support issues, legal assistance for outstanding warrants/fines, long-term permanent housing, family reconciliation assistance, welfare payments, credit counseling, guardianship (financial), dental care and SSI/SSD process were the ten top highest unmet needs as ranked by all respondents (i.e., consumers, VA staff, community providers).

When only examining the *consumer* perspective (Table 6a), homeless Veterans who participated in CHALENG rank eight of the top ten most pressing unmet needs as a family, legal, or financial concern. The following sections explore those three need themes in detail.

(1) Family Needs

For several years, child care has ranked as a high priority unmet need. This year, consumers ranked it fourth after having ranked it as the top unmet need in 2007 and second in 2008. While large numbers of Veterans do not need child care, when the need for child care is present, it is a particularly compelling and difficult-to-meet need and thus has consistently ranked high among unmet needs identified through CHALENG. Also, even though most homeless Veterans are non-custodial parents, they remain deeply concerned about their children's care. In many cases, these Veterans struggle with the knowledge that their absence has contributed to their children living in single-parent households, under the care of extended family, or being placed in foster care. As VA cannot provide a full range of services to a Veteran's children, arranging family services is necessarily split between multiple agencies. Coordinating such care may prove difficult. With the recent expansion of the

cooperative program between VA and HUD, thousands of Section Eight vouchers have become available to Veterans and their immediate families. The availability of permanent housing that accommodates families has allowed VA to address family reconciliation, which remains an important need area for Veterans in transitional housing and residential treatment. Since the expansion of HUD-VASH was announced in FY 2008, child care has declined from the top unmet need among consumers in FY 2007 to the fourth highest unmet need in FY 2009.

(2) Legal Needs

Legal needs often act as a significant barrier to a Veteran's ability to resume independent community living. Legal issues can also compound economic concerns as credit problems and obligations stemming from debts, fines, and child support can prove especially burdensome, particularly for those individuals recently released from prison. The typical incarcerated parent owes \$20,000 in child support when released from prison, with payment schedules averaging \$225 to \$300 per month (Turetsky, 2008). Minimum wage workers have little hope of making these payments while supporting themselves. Unresolved debts can result in liens against bank accounts, denial of credit, inability to secure a lease, failure in background checks (commonly a part of job applications), forfeiture of driver's licenses, and ultimately re-arrest. In order to generate income without having funds garnished, these workers may enter the underground economy where income is often generated by involvement in illegal activities. Hence, legal assistance is one key to helping Veterans meet their obligations to society, while still having the means to avoid relapsing to homelessness.

With the growing interest in legal issues as they impact upon homelessness, CHALENG sought to gain a better understanding of the nature of the legal concerns held by homeless Veterans. In the 2008 report, legal assistance was replaced by two new categories – legal assistance for child support issues and legal assistance for outstanding warrants/fines. In the second year of reporting, these issues continue to rank as high unmet needs; ranking as the second and third highest unmet needs overall.

Re-entry services for incarcerated Veterans was a needs category introduced in the FY 2005 Report and had been ranked as a top ten unmet need until this year. Providing pre-release planning and after-release services for incarcerated Veterans is receiving increasing attention internally within VA. In FY 2007, VA launched its HCRV Program. VA has designated a national HCRV Coordinator and has funded a Re-entry Specialist for each Veterans Integrated Service Network (VISN). The HCRV Coordinator and the Re-entry Specialists have established working relationships with numerous correctional institutions, to provide outreach services and follow-up linkages to VA and non-VA social, medical, and psychiatric services to Veterans within 6 months of release into the community. In FY 2009, an additional 17 Re-entry Specialists were funded to expand this effort. In the current report, Re-entry services dropped from the ninth to the twelfth highest unmet need, possibly reflecting HCRV's impact.

Two new legal initiatives have been launched in FY 2010, addressing the importance of legal assistance as it continues to be identified by CHALENG as a highly ranked unmet need. The Veterans Justice Outreach (VJO) initiative seeks to avoid the unnecessary

criminalization of mental illness and extended incarceration among Veterans by ensuring that eligible justice-involved Veterans have timely access to VHA mental health and substance abuse services when clinically indicated, and other VA services and benefits as appropriate. In addition to VJO, VA has also begun working with HHS and the American Bar Association to develop a pilot program that will offer legal assistance to Veterans seeking to negotiate a sustainable child support payment plan.

(3) Financial Needs

Guardianship (financial), credit counseling, and welfare payments form a cluster of financial needs assessed by CHALENG. Recent literature supports the need for increased and better management of financial resources. In 2008, the national average monthly rent of a studio/efficiency apartment was \$663, and a modest one-bedroom unit was \$749 (Cooper et al., 2009). These rents are beyond the means of a disabled person whose primary source of income is SSI or a VA pension. The continuing gap between entitlement income and rental costs means that subsidized housing and vocational training will continue to play an important function in keeping Veterans out of homelessness.

Consumers and providers show a high divergence on perceived needs in their rating of these financial concerns. Scores for welfare payments reflect the greatest divergence. While community providers do not rate it as a top ten concern, consumers place it as the highest unmet need.

More Perspectives: Homeless Veteran Highest Unmet Needs by Housing Situation

In Section III.A, we asserted the idea that a homeless Veteran's perception of an unmet need may depend on where he/she is in the process of leaving homelessness. To explore this possibility, we examined the highest unmet needs for three different consumer groups: (1) Veterans who were literally homeless (on the streets, shelters, or environments not meant for human habitation), (2) Veterans in a transitional housing or residential rehabilitation program (VA DCHV or GPD Program), and (3) Veterans in permanent housing (including HUD-VASH). Upon examining the top ten highest unmet needs of each of the three groups (Table 6b), it appears that consumers' perspective of need does vary by housing status with a progression from more immediate needs, such as housing and cash assistance, to more complex interpersonal needs that include legal, family care, and employment (rather than income).

The following discussion presents some possible interpretations of the highest unmet needs by Veterans in the three housing groups:

Veterans who are literally homeless: Securing long-term permanent housing is an important objective. Respondents also focus on immediate financial assistance (welfare payments, VA disability, SSI/SSD), rather than employment, for survival. The high need for dental care may reflect the high incidence of oral pathology among homeless Veterans. For FY 2008, the Northeast Program Evaluation Center (NEPEC) reported that 31 percent of Veterans seen in VA's HCHV program had dental pathology (U.S. Department of Veterans Affairs, 2009a). Veterans with acute dental care needs may be in acute pain and/or have trouble eating. These Veterans are currently not

eligible for VA HVDP services (i.e., they have not participated in a VA homeless residential program for at least 60 days).

Veterans in transitional housing: Veterans in transitional housing are still concerned about financial means (SSI/SSD, welfare payments). However, now in a safe, supportive residence, Veterans can switch their attention from survival to resolving other, “higher order” issues. As a group, this focus includes securing child care for dependents as they are in treatment or working; rebuilding family ties (family reconciliation assistance) and addressing issues that affect their financial viability (legal assistance for child support issues).

Veterans in permanent housing: These Veterans focus on issues that may interfere with their ability to remain independent (resolution of warrants/fines, child support). Somewhat surprisingly, family reconciliation efforts dropped from the top ten unmet need list. A possible explanation is they are now more independent in their own housing, and they feel less dependent on family to meet needs anticipated while they were in transitional residences where family reconciliation rates as a high unmet need. These Veterans express greater interest in job finding resources, not simply looking for cash assistance as they did in earlier phases. This possibly reflects a desire for productive activity and the power of employment in shaping self-esteem and community integration. The return of dental care as a high unmet need may reflect that these Veterans are now no longer eligible for HVDP services. Dental care affects personal appearance and may weigh on Veteran’s stated concerns around obtaining employment (presentation at job interviews).

Maslow’s hierarchy (Simons, 1987) may provide a summary framework to understand how an individual’s motivation to pursue certain goals change as their perception of need changes. These changes appear to be reflected in some of the evolving unmet need rankings that occur across housing status (see Table 8).

Table 8. Top Five Unmet Needs Identified by Sub-Population of Consumers using Maslow’s Hierarchy.

	Homeless in Shelter or streets	Homeless in Transitional or Residential Care	Formerly Homeless in Permanent Housing
Self-actualization			Job finding
Esteem		Legal assistance for child support issues	Dental care, legal assistance for outstanding warrants/fines, legal assistance for child support issues
Love/belonging		Child care, family reconciliation assistance	
Safety	Long-term, permanent housing, welfare payments, VA disability/pension, SSI/SSD process	Welfare payments, SSI/SSD process,	Welfare payments
Physiological	Dental care		

C) Highest Met Needs: Treatment Services

Among the ten *highest met* needs as rated by all CHALENG respondents were tuberculosis (TB) testing, TB treatment, medical services, substance abuse treatment, help with medication, hepatitis C testing, food, personal hygiene, services for emotional or psychiatric problems and detoxification from substances (Table 5). Most of these services are routinely offered by VA medical centers.

These met needs represent a notable achievement as both consumers and providers consistently score this group of health care issues among the highest met needs. As the community has struggled to provide these services to non-Veterans (see section III. A., “Comparing The Needs of the General Homeless Population Versus the Needs of Homeless Veterans”), it seems reasonable to conclude that access to VA’s integrated system of health and mental health care has been successful at delivering these critical services. Deferring care or sending a Veteran back to the street is considered unacceptable by VHA, which has adopted standards that spell out the requirement that services must be made available (Smits, 2009).

Other highly met needs include food and personal hygiene services (e.g., showers, haircuts). These basic needs are addressed at homeless shelters as well as a variety of VA supported residential rehabilitation programs, transitional residences, and contract housing.

D) A Multi-year Overview of Needs

A review of Tables 6a and 7 demonstrates concurrence between the views of consumers and other CHALENG participants over the past 3 years. Long-term permanent housing, guardianship (financial), legal assistance, and child care ranked among the top ten unmet needs for all participants from FY 2007 to FY 2009. This year’s analysis shows this concurrence masks considerable variation between sub-sets of consumers.

In terms of highest met needs, homeless Veterans and other participants placed medical services, help with medication, TB testing, Hepatitis C testing, substance abuse treatment, and food in the top ten list in FY 2007, FY 2008, and FY 2009 (see Tables 9 and 10). As mentioned previously, such medical and basic need services are usually addressed by VA or community providers.

**Consumer and Provider (VA and Community)
Assessment of Homeless Veteran MET Needs**

Table 9a. Top Ten Highest *Met* Needs Identified by Consumers, FY 2007 - 2009.

2007	2008	2009
1. TB testing 2. Substance abuse treatment 3. Medical Services 4. Food 5. Help with medication 6. Personal hygiene 7. Hepatitis C testing 8. Detoxification 9. AIDS/HIV testing/counseling 10. Services for emotional or psychiatric problems	1. TB testing 2. Medical Services 3. Help with medication 4. Substance abuse treatment 5. Food 6. Personal hygiene 7. Detoxification 8. Hepatitis C testing 9. Services for emotional or psychiatric problems 10. Immediate shelter	1. TB testing 2. Medical Services 3. Substance abuse treatment 4. Help with medication 5. Hepatitis C testing 6. Detoxification 7. Food 8. Personal hygiene 9. Services for emotional or psychiatric problems 10. AIDS/HIV testing/counseling

Table 9b. Top Ten Highest *Met* Needs Identified by Housing Status*, FY 2009

Veterans who are Literally Homeless (n=2,866)	Veterans in Transitional Housing (VA Grant and Per Diem and Domiciliary (n=4,984)	Veterans in Permanent Housing (including HUD-VASH) (n=1,700)
1. TB testing 2. Medical services 3. Help with medication 4. Substance abuse treatment 5. Hepatitis C testing 6. Detoxification 7. AIDS/HIV testing/counseling 8. TB treatment 9. Personal Hygiene 10. Services for emotional or psychiatric problems	1. TB testing 2. Medical services 3. Substance abuse treatment 4. Help with medication 5. Food 6. Personal hygiene 7. Detoxification 8. Hepatitis C testing 9. Immediate shelter 10. Services for emotional or psychiatric problems	1. TB testing 2. Help with medication 3. Substance abuse treatment 4. Medical Services 5. Hepatitis C testing 6. Detoxification 7. AIDS/HIV 8. TB treatment 9. Services for emotional or psychiatric problems 10. Immediate shelter

*Does not include 1,151 consumers which indicated no housing status

Table 10. Top Ten Highest *Met* Needs Identified by VA and Community Providers, FY 2007 - 2009.

2007	2008	2009
1. Medical services	1. Medical services	1. Medical services
2. Food	2. TB testing	2. TB testing
3. TB testing	3. Food	3. Food
4. Clothing	4. Hepatitis C testing	4. Hepatitis C testing
5. Hepatitis C testing	5. TB treatment	5. TB treatment
6. TB treatment	6. AIDS/HIV testing/ counseling	6. Clothing
7. AIDS/HIV testing/ counseling	7. Clothing	7. AIDS/HIV testing/ counseling
8. VA disability/pension	8. VA disability/pension	8. Substance abuse treatment
9. Substance abuse treatment	9. Substance abuse treatment	9. Help with medication
10. Help with medication	10. Help with medication	10. VA disability/pension

E) Homeless Veterans with Families

CHALENG sites report an increase in the number of homeless Veterans with families (i.e., dependent children) being served. POC sites reported seeing a total of 2,368 homeless Veteran families. This was an 85 percent increase over the previous year's report of seeing 1,282 homeless Veterans' families. Some of this increase may reflect the impact of HUD-VASH expansion, which allows VA staff to work with Veterans and their families in Section Eight housing placement.

Homeless Veterans with dependents present a challenge to VA homeless programs. Most VA transitional housing programs accept only Veterans. In past years, VA homeless programs would often have to find other community housing resources to place the entire family or the dependent children separately. Access to family housing through the distribution of the thousands of new Section Eight Housing Choice vouchers that are being made available through HUD-VASH, has opened an important new resource allowing VA staff to assist the Veteran and his/her family.

F) Homeless Veterans Returning from Afghanistan and Iraq

The VA wants to ensure that Veterans recently discharged from the military can readily access services. CHALENG asked POCs about the coordination and provision of services to homeless Veterans who have served in Operation Enduring Freedom and Operation Iraqi Freedom (OEF/OIF). Ninety-six percent of the POCs said they coordinate the care of OEF/OIF homeless Veterans with their local VA medical center Transition Patient Advocate. The Transition Patient Advocate is usually a social worker case manager assigned to work with recently-returning Veterans.

Seventy-six percent of sites indicated they could provide same-day housing (emergency or transitional) to homeless OEF/OIF Veterans. Reasons for site inability to provide same-day housing included: long wait lists (66 percent) and no housing available on/near site (44 percent).

OEF/OIF Veterans have a much higher demand for housing that will serve them and their dependents. Among HUD-VASH Section eight voucher recipients, 43 percent were planning to live with their children compared to 12 percent of all other Veterans receiving HUD-VASH vouchers.

G) Homeless Veterans with End-of-Life Care Needs

Overall, the average age of Veterans continues to increase, with almost 40 percent of all Veterans now aged 65 or older (U.S. Department of Veterans Affairs, 2010b). With an aging population, there has been increasing interest in how aging affects the needs of homeless Veterans. The CHALENG report asked POC sites for the number of homeless Veterans served who have end-of-life care needs. Sixty-two percent of sites reported working with such Veterans compared to 51 percent in last year's FY 2008 report. This year, sites reported a total of 396 individuals who needed end-of-life care, an 80 percent increase from the 220 individuals who needed care in FY 2008.

H) Dental Care Needs for Consumers

Dental care was the ninth highest unmet need this year, representing a growing need from last year's ranking of tenth. New survey results show that among important segments of consumers, dental care remains a pressing issue despite the continuing expansion of HVDP. HVDP offers medically necessary treatment to homeless Veterans who have been in a VA approved transitional housing or residential treatment program for at least 60 consecutive days. HVDP has had a significant impact on addressing dental care for this group. In FY 2009, CHALENG sites reported a total of 17,838 Veterans who needed dental care and were eligible for care because they had fulfilled residential treatment requirements. Of these individuals, 12,553 received care (70 percent of total) either through VA Dental Services or a community provider. The Veterans who received care represent a 25 percent increase from the 10,031 who received care in FY 2008.

As noted elsewhere, HVDP is not available to homeless or formerly homeless Veterans unless they reside in GPD transitional housing or a VA DCHV program. This may help explain why homeless or formerly Veterans not in these programs continue to rank dental care as a top unmet need in the CHALENG survey. With the continued expansion of VA specialized homeless services outside of the HVDP treatment eligible DCHV and GPD programs, unmet demand for dental care may increase among homeless and formerly homeless Veterans.

IV. Estimate of Homelessness among Veterans

A) Challenges to Estimating the Number of Homeless Veterans in America

Counting the number of homeless people, specifically the number of homeless Veterans is a difficult task. There have been few systematic, national efforts to count

the homeless. Prior to 2005, the most highly regarded effort was the 1996 NSHAPC. At that time, the NSHAPC estimated that 23 percent of the homeless population was composed of Veterans (Burt, 1999).

In 2005, HUD began organizing comprehensive, national counts of homeless persons. This major endeavor requires local Continuums of Care to conduct point-in-time counts of homeless persons. Continuums of Care are local bodies composed of agencies addressing homelessness. These point-in-time counts not only tally the number of homeless persons, but also seek to determine a homeless person's Veteran status. HUD's point-in-time count now occurs at least every two years and is the only nationwide process to estimate homeless individuals in the U.S. This process began because HUD is required by the McKinney-Vento Act to produce "statistically reliable, unduplicated counts or estimates of homeless persons in sheltered and unsheltered locations at a one-day point in time (HUD, 2008a)."

In conducting the point-in-time, Continuums of Care must rely heavily on local organizations and volunteers. It has been observed that the precision of local counts varies. In its Third Annual Homeless Assessment Report (AHAR) to Congress (2008b), HUD notes that "the reliability of the point-in-time (PIT) estimates is influenced by important methodological challenges, and thus interpreting changes in PIT counts must be done with caution." HUD's total count of Veteran homelessness in the 2008 PIT, 62,989 people, is generally agreed to be an undercount as there are major barriers to identifying whether unsheltered persons (roughly half of all homeless adults) are Veterans. It is particularly difficult to get accurate sub-population data for unsheltered counts as homeless persons may be unresponsive or unapproachable. For instance, it is difficult to determine if someone is a Veteran if they are asleep. Another challenge is the transience of homeless persons. Even over a short period of time, significant changes in the homeless population can occur due to seasonal variation and natural disasters.

B) CHALENG FY 2009 Homeless Veteran Estimate and Sources

For this CHALENG report, each POC was asked to estimate the number of homeless Veterans in her or his service area. The 2009 CHALENG survey instructions directed POCs to provide a PIT estimate. A PIT estimate asks how many homeless Veterans are in the service area during a *given day* of the year. A PIT estimate is different from estimating how many homeless Veterans are in a service area during the year. For example, a POC may say there are 200 homeless Veterans in her service area on any given day (as is done in a PIT), but there are 400 homeless Veterans total who are in the service area sometime during the year.

CHALENG POCs were asked to provide a PIT estimate of the number of homeless Veterans in their service area on any day during the last week of January 2009. This time period was selected so CHALENG estimates would coincide with the homeless PIT counts executed by HUD Continuums of Care (COC) nationwide. These local COC counts provide CHALENG POCs' with their primary data source for developing estimates on homelessness among Veterans. Estimates submitted by CHALENG POCs were compared to local HUD PIT estimates from 2008, the most recent data readily available. (Note: HUD PIT estimates for 2009 were not available in time for this

report). If there was a major difference between the estimates, the CHALENG POC provided an explanation of why there were differences, such as the local HUD PIT count did not canvass all areas with known concentrations of homeless Veterans, or utilization of data from a local, non-HUD homeless count.

Over the past three years, CHALENG has increasingly relied upon HUD PIT counts as the basis for its own estimate. As a result, many sites continue to adjust their homeless estimates closer to the HUD PIT count. Based on its 2008 PIT count, after adjusting for known undercounts among unsheltered Veterans, HUD data indicates that on any given night approximately 15 percent of the homeless adult shelter population is composed of Veterans. This would appear to indicate that Veterans continue to remain at greater risk for homelessness as Veterans compose approximately 10 percent of the general adult population.

Some VA sites were able to successfully document why their estimates were not the same as the HUD PIT count. After consultation with community providers some sites reported that their local HUD PIT enumeration failed to count homeless Veterans in a particular area or include transitional residences where homeless Veterans are known to congregate. For example, HUD's 2008 PIT counted 317 homeless Veterans in Detroit, Michigan, less than two percent out of a total homeless population of 18,062. No Veterans were identified among the 13,324 unsheltered persons found in Detroit's PIT. By comparison, the Detroit VA Medical Center treated 1,459 unique homeless Veterans in FY 2009. Even though an annual tally will be approximately two to three times larger than the one-day count captured during a PIT. The number of homeless Veterans seen at the Detroit VA Medical Center also suggests that a significant undercount occurred.

In sum, the HUD PIT data has resulted in a revised CHALENG count that is more aligned with the most extensive homeless estimate methodology currently available, while allowing for adjustments of local estimates based on VA staff first-hand knowledge of their service areas. Homeless Veteran estimates by CHALENG POCs included the following non-HUD sources: U.S. Census data (7 percent); VA low-income population estimates (4 percent); local homeless census studies (state, county, local university, etc.) (41 percent); VA client data (36 percent); estimates from local homeless community coalition/providers (58 percent); and VA staff impressions (50 percent). Seventy-four percent of POCs used more than one source.

C) Findings

The 2009 CHALENG Report estimates that on any given night, approximately 107,000 Veterans are homeless. This figure is a decrease of 18 percent from the estimate of 131,000 given in the 2008 CHALENG report. Individual site estimates are presented in Appendix 5.

Possible Factors Related to a Drop in Veteran Homelessness

As discussed in the past two CHALENG reports, three possible factors have been identified to help explain the drop in Veteran homelessness over the past three years:

(1) VA program interventions; (2) changes in methodology, and (3) changing demographics.

(1) VA program interventions: Reductions in Veteran homelessness are due in part to the effectiveness of VA programs. In the past decade, major VA initiatives on outreach, treatment, residential services and vocational rehabilitation have touched the lives of tens of thousands of Veterans. In FY 2009, 92,625 homeless Veterans were served by a VA specialized treatment program for the homeless. This is an increase of 15 percent from FY 2008 (U.S. Department of Veterans Affairs, 2010).

VA has expanded its ability to bring the most vulnerable homeless Veterans off the streets through an expansion of the HCHV contract residential care program. In FY 2009, 2,252 homeless Veterans were placed in contract housing – an increase of 21 percent from FY 2008 (U.S. Department of Veterans Affairs, 2010). Substantial increases are planned for this program in FY 2010.

GPD program begun in the mid-1990s and now has over 11,500 operational beds today. In the past year alone, 20,939 Veterans were provided residential treatment in a GPD residence, homeless domiciliary, or contract residential treatment program (U.S. Department of Veterans Affairs, 2010). These programs have demonstrated remarkable success at placing and keeping Veterans in community housing. A recent study of VA discharges determined that 79 percent of those leaving GPD facilities and homeless domiciliary programs were housed one year after discharge (McGuire, 2007).

The recent expansion of HUD-VASH resulted in the placement of almost 7,000 homeless Veterans in permanent housing during FY 2009. With anticipated expansion, there will be over 20,000 Section Eight vouchers available to homeless Veterans through HUD-VASH program.

In its residential and mainstream mental health services, VA has also sought to codify and implement best practices at mental health programs throughout the country, thereby strengthening efforts to successfully treat the chronically homeless who are more likely to struggle with serious mental illness. National policies on suicide prevention and medication management have improved safety while the new Uniform Mental Health Services Handbook and the Mental Health Residential Rehabilitation Treatment Programs (MH RRTP) Handbook 1162.02 (U.S. Department of Veterans Affairs, 2008, 2009b) have expanded access by aiming “to ensure that all Veterans, where ever they obtain care in VHA, have access to needed mental health [and specialized mental health homeless] services.” Drawn from best practices, these Handbooks give detailed guidance on how services should be structured. An independent national site review of all MH RRTPs is currently being conducted to evaluate programs for compliance with these new expectations.

(2) Changes in methodology: As described in section IV.B, the CHALENG homeless Veteran estimates were compared to local 2008 HUD PIT estimates. As a result, many sites adjusted their homeless estimates to be more consistent with the local HUD point-in-time count.

(3) *Changing demographics:* The overall population of Veterans continues to decline as the World War II and Korean War Veterans age. In 1990, there were 27.5 million Veterans, a total that has decreased to 23 million today. Similarly, there has been a substantial reduction in the number of poor Veterans, decreasing from 3 million in 1990 to 1.8 million in 2000 (U.S. Census Bureau, 2010). Since most homeless Veterans are poor, it is believed that there has been a corresponding drop in the number of homeless Veterans as well.

Homeless Veteran Estimate Summary

The relative impact of these causes (VA program interventions, methodological refinement, or changing demographics) upon the reported number of homeless Veterans may vary both over time and by location. Despite recent changes in methodology, when comparing current HUD and VA surveys to the 1996 NSHAPC data, it does appear that a significant, long term reduction in the numbers of homeless Veterans has occurred. The 1996 NSHAPC study estimated that 23 percent of *all* (total population including children) homeless persons were Veterans, while HUD's 2008 AHAR now estimates that 13 percent of *all* homeless persons are Veterans (HUD, 2008b). (Note: As described earlier, 15 percent of homeless *adults* are Veterans.)

V. Assessment of VA and Community Collaborative Efforts

As stated in the introduction, the CHALENG mandate is to bring together VA and community service providers to foster coordinated services for homeless Veterans. For this year's report, we examined four indicators of VA and community partnership. These are: (1) the development of Veteran-specific housing; (2) partnership integration and implementation measures; (3) VA involvement in community homeless coalitions; and (4) interagency collaborative agreements.

A) Development of Veteran-Specific Housing

Partnership Programs on VA Campuses

To facilitate access to a broad range of VA medical, rehabilitative, and mental health care services, VA and its community partners have found that developing supportive housing programs on VA campuses has been an effective way to coordinate their efforts. Typically community organizations receiving support from GPD or a Health Care for Homeless Veterans contract for residential housing convert and renovate an existing VA building. Nearly a quarter (24 percent) of sites indicated they have an on-campus, community partner program (33 out of 140 sites). Of sites that had on-campus housing programs, 18 percent had emergency housing, 91 percent had transitional housing, and 21 percent had permanent housing.

Bed Accessibility and Need

To aid in determining the need for housing for homeless Veterans, POCs were asked to include an estimate of the number of *Veteran-specific beds* (capacity) in their local area. In past years, the CHALENG report asked for counts of homeless beds that were

accessible to homeless Veterans (i.e. Veteran specific and non-Veteran specific). It was felt, however, that estimating the Veteran-specific inventory would give a more accurate picture of housing resources that Veterans could access easily.

POCs were also asked to report the number of beds *needed* beyond the present capacity to meet the local needs of homeless Veterans. Asking only about bed *capacity*, how many beds can be accessed, would provide an incomplete picture of bed *need* for homeless Veterans. For example, there may be several Veteran-specific beds in a community but if they are always full and there is a lengthy waiting list, extra beds would still be needed to meet homeless Veteran demand.

Table 11. Veteran-specific Bed Capacity and Bed Need Assessment

Type of Bed	Available in FY 2009	Available in FY 2008	Needed Beyond Present Capacity (est.) FY 2009	Needed Beyond Present Capacity (est.) FY 2008
Emergency	1,943	2,773	6,945	10,344
Transitional	14,053	12,134	7,825	9,368
Permanent	18,978	11,904	15,365	20,654

*Question about Veteran-specific bed capacity first asked in 2008.

Compared with last year's report, the demand for all types of Veteran-specific housing (emergency, transitional, permanent) declined (see Table 11 above). The decrease in transitional housing need is likely the result of development through the GPD. GPD now supports over 11,500 transitional housing units. Also, the dramatic reduction in permanent housing need (26 percent between 2008 and 2009) may be the product of the rapid expansion of the HUD-VASH program. HUD-VASH provides Section Eight vouchers (subsidized, long-term housing) to homeless Veterans with supportive case management by a VA staff. Ten thousand new vouchers became available in 2008 and with an additional 10,000 in 2009 (20,000 total).

B) Partnership Integration and Implementation Measures

Since FY 2000, CHALENG has used two sets of questions to ascertain the level of VA/community partnering as perceived by community (non-VA) providers: (A) *Integration* measures, and (B) *Implementation* measures. The questions were adapted from the nationwide Access to Community Care and Effective Services and Supports study of service system integration for homeless clients with severe mental illness (Randolph et al., 1997).

For this year's CHALENG report, the *Integration* measures consisted of two questions asking community providers from the Participant Survey to rate the following:

1. *VA Accessibility*: accessibility of VA services to homeless Veterans.
2. *VA Coordination*: the ability of VA to coordinate clinical services for homeless Veterans with the community provider respondent's agency.

A five-point scale was used for each item (1 = not accessible, not committed etc. to 5 = highly accessible, highly committed, etc.).

Implementation measures consisted of 12 items pertaining to concrete activities associated with VA and community partnering. Community provider respondents were asked to rate the level of implementation of the following strategies between their agency and VA:

1. *Regular Meetings*: Formal, regular meetings of VA and the community participant's agency to exchange information and plan.
2. *Service Co-location*: Provision of services by VA and the community participant's agency in one location.
3. *Cross-training*: Training of VA and the community participant agency's staff on each others' objectives, procedures, and services.
4. *Interagency Agreements*: Agreements between VA and the community participant's agency regarding collaboration, referrals, client information sharing, and/or coordinating services.
5. *Client Tracking*: Computer tracking system enabling VA and the community participant's agency to share client information.
6. *Joint Funding*: Combined/layering funding between VA and the community participant's agency to create new resources or services.
7. *Standard Forms*: Standardized forms that clients fill out once to apply for services at the local VA and the community participant's agency.
8. *Joint Service Teams*: Service teams comprised of staff from both VA and the community participant's agency to assist clients with multiple needs.
9. *Combined Programs*: Combined programs from VA and the community participant's agency under one administrative structure.
10. *Flexible Funding*: Flexible funding to promote service integration between VA and the community participant's agency: for example, funds to pay for emergency services not usually available to clients.
11. *Special Waivers*: Waiving requirements for funding, eligibility, or service delivery to reduce service barriers, promote access, and/or avoid service duplication.
12. *System Coordinator*: Creation of a specific staff position focusing on improving system integration between VA and the community participant's agency.

All implementation items used the same four-point scale: 1 = none (no steps taken to initiate implementation of the strategy); 2 = low (in planning and/or initial minor steps taken); 3 = moderate (significant steps taken but full implementation not achieved); and 4 = high (strategy fully implemented).

Table 12 shows the results of the integration ratings by community providers (mean scores of aggregated sites). We compared the aggregated integration scores of each VA facility for FY 2008 versus FY 2009. Using paired t-tests, we found statistically significant decreases in integration scores between FY 2008 and FY 2009.

Table 12. Community Agency Participants' Ratings of Partnership Integration in CHALENG Participant Survey, FY 2008 and FY 2009.

Integration Items	Community Respondents FY 2008 (132 sites)	Community Respondents FY 2009 (132 sites)
VA Accessibility (1=not accessible...5=highly accessible)	3.68	3.56**
VA Service Coordination (1=not able to coordinate...5=highly able)	3.74	3.58***

p<.01 *p<.001

Implementation scores for FY 2008 and FY 2009 were also reviewed. Again, data were aggregated by site and paired t-tests were conducted (see Table 13). There were significant decreases in implementation scores between FY 2008 and FY 2009 for seven activities: cross-training, client tracking, joint funding, use of standard forms, combined programs, flexible funding, and special waivers.

Table 13. Community Agency Participants Ratings of Partnership Implementation in the CHALENG Participant Survey, FY 2008 and FY 2009.

Implementation Items ^a	Community Respondents FY 2008 (132 sites)	Community Respondents FY 2009 (132 sites)
Regular Meetings	2.64	2.61
Service Co-location	1.96	1.88
Cross-training	2.04	1.96*
Interagency Agreements	2.37	2.28
Client Tracking	1.75	1.62**
Joint Funding	1.77	1.67**
Standard Forms	1.92	1.77***
Joint Service Teams	2.27	2.20
Combined Programs	2.10	1.97**
Flexible Funding	1.72	1.61***
Special Waivers	1.77	1.68**
System Coordinator	1.94	1.87

^a 1=none, 2=low, 3=moderate, 4=high

*p<.01 **p<.01 ***p<.001

In summary, there were significant decreases in the two integration items which measure community provider perception of the VA's accessibility to homeless Veterans and VA's ability to coordinate homeless services with community partners. Also, there were decreases in seven of the 12 partnership implementation activities. As this is a reversal of scores in last year's report, where there were significant increases in integration and implementation, it may reflect a return to the medium. These scores have tended to be fairly stable when examined over multiple years.

C) VA Involvement in Local Homeless Coalitions

VA involvement in local homeless coalitions was identified as a useful way for VA staff to network and develop partnerships with local homeless service providers. Ninety-five percent of the POC Surveys indicated participation in a local homeless coalition. In addition to involvement in community planning activities, such coalitions have become the primary actors in estimating the prevalence of homelessness. As noted previously, HUD sponsors local planning groups called COC to help address the needs of the homeless. VA homeless programs are encouraged to participate in their local COC. In FY 2009, Ninety-three percent of POC sites that had a nearby HUD COC planning group (127 out of 137) participated in local COC planning efforts.

D) Interagency Collaborative Agreements

Existing Interagency Collaborative Agreements and Outreach Efforts: VA staff continues to establish and maintain interagency collaborative agreements and to identify and serve new outreach sites. Table 14 displays figures for existing agreements (formal and informal arrangements) and outreach sites, broken down by VISN. [Note: formal agreements refer to VA collaborative agreements negotiated through VA Contracts, written memorandums of agreement or understanding, and/or enhanced sharing agreements. Informal agreements are non-written, mutually-assisting relationships between agencies.]

As Table 14 indicates, CHALENG POCs report a total of formal and informal agreements with close to 4,000 agencies and over 2,400 outreach sites.

Table 14. Interagency Collaborative Agreements and Outreach Sites for FY 2009.

VISN	Formal Agreements	Informal Agreements	Agreements (total)	Number of Homeless Outreach Sites
1	52	270	322	111
2	19	82	101	85
3	15	98	113	39
4	53	263	316	166
5	10	78	88	40
6	30	70	100	87
7	41	102	143	247
8	28	157	185	171
9	15	113	128	59
10	22	80	102	79
11	23	127	150	85
12	27	140	167	63
15	20	129	149	62
16	64	154	218	126
17	22	59	81	33
18	16	83	99	72
19	34	152	186	38
20	45	100	145	82
21	110	271	381	267
22	70	229	299	117
23	34	471	505	389
Totals, All VISNs (FY 2009)	750	3,228	3,978	2,418

Nature of Interagency Collaborative Agreements: The most frequent topics of existing interagency collaborative agreements were basic needs: clothing, emergency shelter, and food. Encouragingly, high percentages of sites had an interagency collaborative agreement to provide transitional and permanent long-term housing for homeless Veterans, 89 percent and 85 percent of sites respectively. At the opposite end of the spectrum, a small percentage of sites had agreements regarding issues like family reconciliation assistance (34 percent), child care (39 percent) and elder health care (45 percent). Such agreements will be crucial as VA begins to serve more homeless Veterans with families, and aging homeless Veterans (see Table 15).

Table 15. Subjects of Interagency Collaborative Agreements*, FY 2009.

2009 CHALENG	Any	Formal	Informal
Clothing	94%	17%	84%
Emergency (immediate) shelter	94%	30%	72%
Food	92%	16%	83%
Transitional living facility or halfway house	89%	73%	30%
Help with finding a job or getting employment	88%	27%	68%
Long-term, permanent housing	85%	65%	31%
Personal hygiene (shower, haircut, etc.)	83%	10%	77%
Job training	80%	24%	65%
Treatment for substance abuse	78%	33%	54%
Detoxification from substances	77%	26%	57%
Drop-in center or day program	77%	15%	65%
VA disability/pension	76%	21%	60%
Help getting needed documents or identification	76%	16%	67%
Re-entry services for incarcerated veterans	74%	25%	55%
Help managing money	72%	9%	64%
Help with transportation	71%	18%	58%
Services for emotional or psychiatric problems	70%	26%	50%
Discharge upgrade	70%	10%	63%
Glasses	68%	14%	56%
Dental care	66%	33%	39%
SSI/SSD process	66%	7%	61%
Help developing social network	65%	7%	60%
Medical services	64%	17%	50%
Treatment for dual diagnosis	63%	24%	45%
Spiritual	63%	6%	58%
Legal assistance for outstanding warrants/fines	62%	7%	56%
Eye care	61%	12%	49%
AIDS/HIV testing/counseling	60%	7%	53%
Credit counseling	59%	4%	56%
Guardianship (financial)	58%	7%	53%
Education	58%	9%	52%
Family counseling	57%	9%	50%
Welfare payments	57%	3%	54%
Legal assistance for child support issues	54%	3%	53%
Women's health care	53%	14%	40%
Help with medication	53%	9%	44%

Table 15. (continued) Subjects of Interagency Collaborative Agreements*, FY 2009.

2009 CHALENG	Any	Formal	Informal
TB testing	52%	9%	42%
Hepatitis C testing	49%	10%	40%
TB treatment	46%	7%	39%
Elder health care	45%	8%	39%
Child care	39%	3%	37%
Family reconciliation assistance	34%	3%	31%

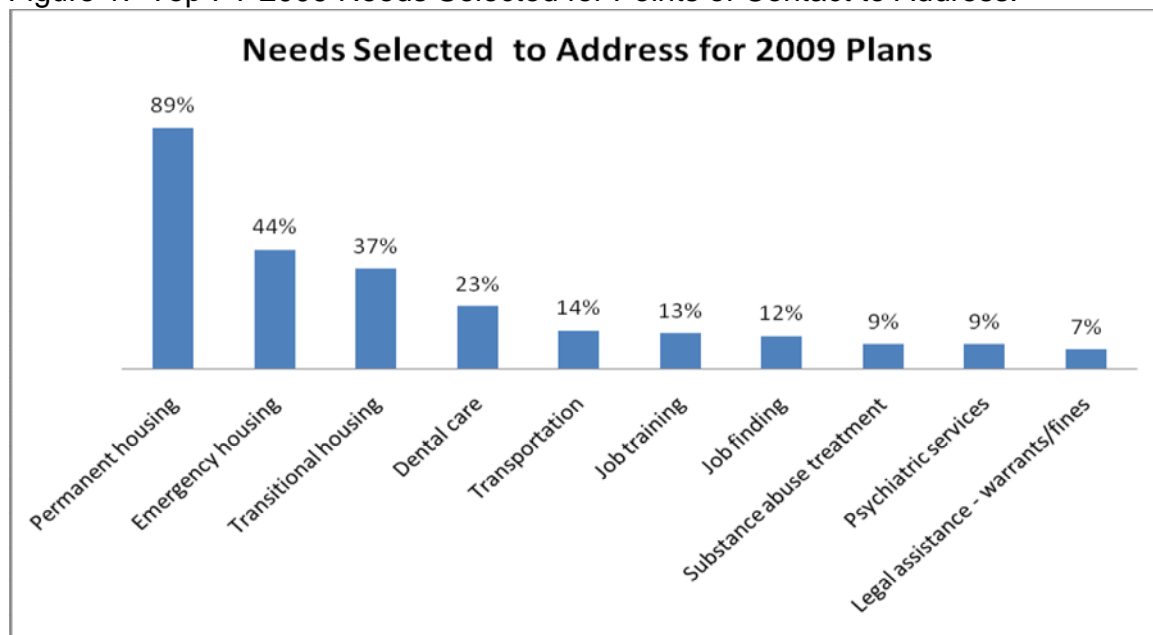
*Multiple needs may be addressed in the interagency collaborative agreements

VI. Planning

A) POC Success in Executing FY 2009 Action Plans

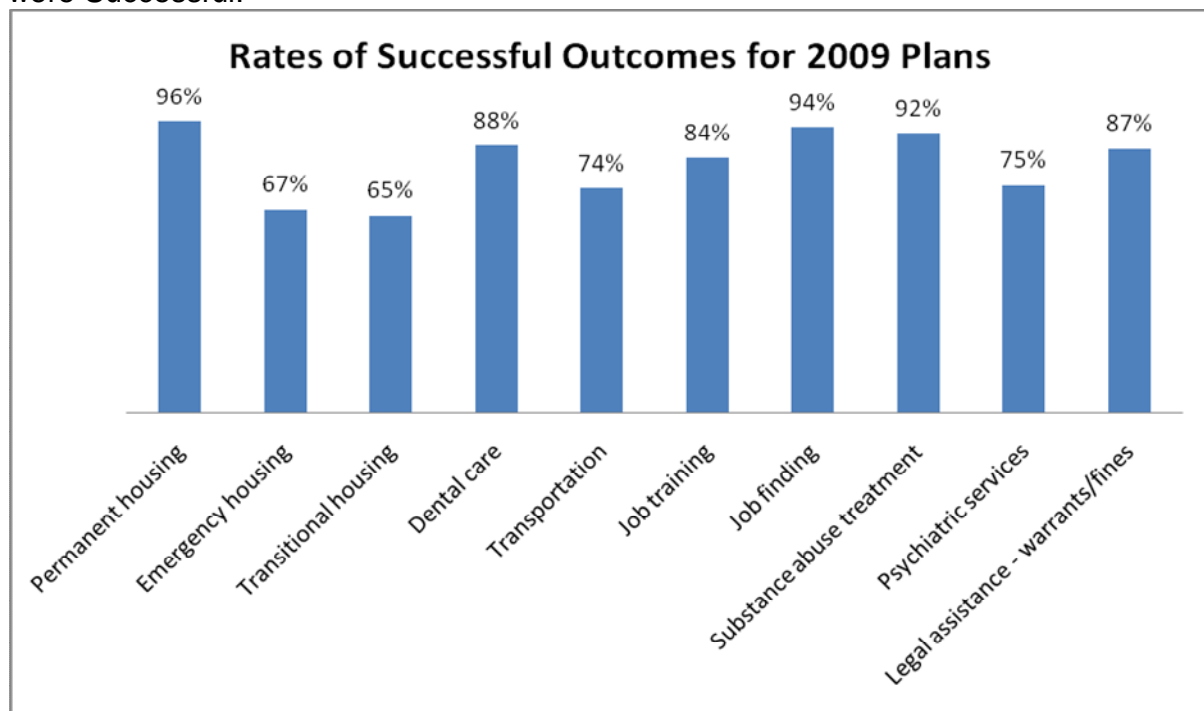
Last year, POCs were asked to select the three highest priority needs in their areas and to indicate how they would address these needs in FY 2009. The most frequently selected needs included: permanent, transitional, and emergency housing, dental care, transportation, job training, job finding, substance abuse treatment, psychiatric services, and legal assistance for warrants and fines (see Figure 1).

Figure 1. Top FY 2009 Needs Selected for Points of Contact to Address.



The CHALENG report asks POCs to indicate their success in implementing their plans to meet the top three needs that were identified (see Appendix 6 for all POC progress reports). For the purposes of this report, success was defined as achieving tangible outcomes such as starting a HUD-VASH program, securing additional transitional housing beds, negotiating a reduced or free bus fare for homeless Veterans, or receiving grant funding for a project. Figure 2 shows the percentage of sites that were successful in obtaining an outcome for the ten most frequently selected needs to address in FY 2009

Figure 2. Outcomes for Top Ten Action Plan Topics with Percentages of Sites that were Successful.



Listed below are some examples of how POCs achieved success in addressing their priorities for FY 2009.

Long-term, permanent housing: HUD-VASH program created/expanded (117 sites); non-VASH Section Eight vouchers, HUD Shelter Plus Care and other subsidies utilized (five sites); community permanent housing resources accessed (five sites).

Transitional housing: VA Grant and Per Diem or Healthcare for Homeless Veteran-funded transitional housing programs opened/expanded (33 sites); non VA-funded transitional housing accessed (one site).

Emergency housing: Shelter opened/expanded (10 sites); new/existing agreements and contracts with local shelters (23 sites); VA utilized local hotels (one site); rapid placement of Veterans into transitional or permanent housing (two sites).

Dental care: VA or contracted agency provided services under the Homeless Veteran Dental Program (23 sites); local community dental resources used (ten sites).

Job finding: VA Compensated Work Therapy/Supported Employment in operation (nine sites); local Department of Labor Homeless Veterans Reintegration Program (DOL-HVRP) utilized (four sites); VA partnered with public/private job-finding programs (seven sites).

Transportation: Disabled American Veterans provided transportation to homeless Veterans (five sites); bus passes and tokens donated or purchased (eight sites); van/car acquired (two sites); Veterans provided with donated bicycles (one site).

Job training: VA Compensated Work Therapy created/expanded (eight sites); job training provided through local community agencies (eleven sites).

Substance abuse treatment: VA expanded substance abuse treatment services (four sites); VA contracted and/or developed referral system with community substance abuse treatment services (eight sites).

Psychiatric services: VA Grant and Per Diem programs instituted new mental health programming (two sites); VA added new mental health staff (five sites); VA homeless program improved coordination/collaboration with VA mental health clinics (one site); VA developed referral system with local community mental health programs (two sites).

Legal Assistance for warrants and fines: VA collaborated with local courts to resolve warrant/fine issues (two sites); VA or other Federal employee hired to provide legal/re-entry assistance (five sites); community legal assistance resources used (four sites).

Most commonly, POC sites that did not achieve success with their FY 2009 plans mentioned lack of funding (grant proposals denied, loss/reduction of existing program funding) as a reason.

B) Success in Addressing Permanent Housing: The Impact of HUD-VASH

As in 2008, the success rate of action plans involving permanent housing stands out. Consistently rated as a high priority need, permanent housing had previous action plan success rates averaging 54 percent until two years ago (see Table 16 below).

Table 16. Successful Outcomes for Action Plans Addressing Permanent Housing.

Fiscal Year	Permanent Housing: Percentage of Successful Outcomes
2009	96%
2008	84%
2007	53%
2006	55%
2005	54%

Thanks to the rapid expansion of the HUD-VASH program, FY 2008 produced significant gains in addressing permanent housing needs for the Veterans as reflected in the 84 percent success rate in action plan outcomes. FY 2009 saw the continuation

of this trend with 96 percent of sites who targeted permanent housing in their action plans seeing success. This included 117 sites which specifically credited HUD-VASH for addressing their local needs.

Other possible evidence of HUD-VASH's impact is the decline in the estimated need for new permanent housing, described in section V. A, ("Bed Need and Availability"). This figure decreased by 26 percent, from 20,654 to 15,365, between FY 2008 and FY 2009.

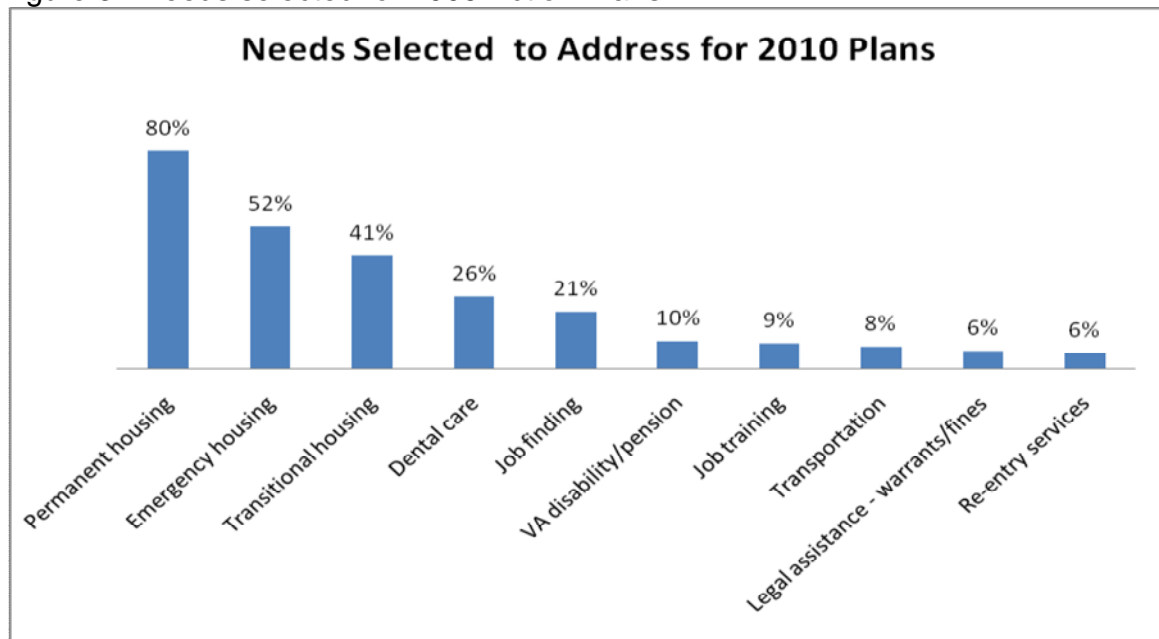
Best Practices

CHALENG POC sites were encouraged to share best practice examples that addressed any of the top ten needs identified by homeless Veteran respondents in the FY 2008 report. The top ten needs included: welfare payments, child care, legal assistance for child support issues, guardianship (financial), family reconciliation assistance, long-term permanent housing, SSI/SSD process, legal assistance for outstanding warrants/fines, credit counseling, and re-entry services for incarcerated Veterans. Some 52 sites shared their best practice examples (please see Appendix 7). By far, the most popular focus of the best practice was on creating permanent housing (63 percent).

C) POC Action Plans for FY 2010

The 2009 POC survey requested that POCs submit their action plans for addressing the top three local unmet needs of Veterans in FY 2010. The ten most mentioned needs POC plans addressed included: permanent, emergency, and transitional housing; dental care; job finding; VA disability/pension, job training, transportation, legal assistance for outstanding warrants and fines, and re-entry services for incarcerated Veterans (Figure 3).

Figure 3. Needs selected for 2009 Action Plans



A variety of reports have focused on how to successfully resolve homelessness by defining necessary program elements. An overview of some of these efforts was described in Section III.A. CHALENG has expanded on these analyses by identifying specific needs highlighted by the community and consumers. CHALENG highlights these needs so that programs can design interventions that resolve the barriers homeless Veterans actually face. Such work is vital in supporting the efforts of homeless Veterans in re-establishing themselves successfully in the community.

POCs' planning efforts to address the needs they have targeted are summarized in Figure 3. Their focus includes permanent and transitional housing, dental care, and employment. In a change from last year, their focus now includes attention to a new need, VA disability/pension. VA disability/pension, though not a high unmet need overall, is a top ten unmet need among two sub-groups of consumers – those who are literally homeless and those who have been placed in permanent housing. Attention to financial benefits also addresses what consumers have generally identified as critically important - income support.

As other priorities have been supported by national initiatives, CHALENG findings suggest that local POC action plans need to continue to place greater focus on the other identified family, financial, and legal concerns identified by homeless Veterans scoring the highest on unmet needs scale.

D) Update on CHALENG Activities

Individualized CHALENG reports by POC site are now available on the Internet or VA Intranet. Each report includes: an estimate of homeless Veterans in the service area; an estimate of homeless Veterans who are chronically homeless; bed counts; FY 2010 action plan, and need and integration/implementation rankings. The Web site address is: <http://www1.va.gov/HOMELESS/challeng.asp>.

Also on the site is the 16th Annual Progress Report in its entirety. The current report and site profiles are useful for sites that are undergoing Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation or have community partners that are applying for VA GPD funding. CARF requires programs to provide feedback from external stakeholders such as community partners and clients. As part of their VA GPD application, community agencies must document the local needs of homeless Veterans in their area. Much information from stakeholders and their perception of homeless Veterans needs is available in the annual CHALENG report.

VII. Summary: Trends in Veteran Homelessness

Changes already apparent in the active military force structure will likely be mirrored in the profile of homeless Veterans. Although only four percent of all homeless Veterans treated in VA's specialized homeless services are women, this proportion will likely increase as currently 15 percent of all US troops are women (CBS News Online, 2006). The extensive use of the National Guards and Reserve units in Iraq and Afghanistan means that in addition to the typical influx of new, younger Veterans expected from any conflict, a greater proportion of "new" Veterans will be older and have families. The continued prominence of child care and the ranking of family reconciliation assistance

and legal assistance for child support as high priority unmet needs highlight the depth of this concern. The VA will face growing demands to meaningfully address homelessness in the context of the family unit.

In recognition of this need, the Consolidated Appropriations Act of 2008 provided funding to HUD for 10,000 Section Eight vouchers to expand HUD/VASH Program. In the past year, an additional 10,000 vouchers have been made available (20,000 total). These vouchers allow VA to provide housing and supportive services for homeless Veterans *and their families*. The impact on women and families is evident as 11 percent of Veterans receiving vouchers are women (the rate increases to 22 percent among OEF/OIF Veterans) and 12 percent of all vouchers issued have been provided to families (43 percent of OEF/OIF recipients are families) (NEPEC, 2009)

Although housing is obviously a critical step in ending homelessness, it is not a sufficient intervention to restore health and quality to life. As high scoring unmet needs are addressed (such as housing, dental care, and re-entry services), other concerns rise. Recent results showing the importance of a cluster of family, legal and financial concerns suggest homeless and formerly homeless Veterans have been able to move past some of the critical needs associated with getting off the streets. As a result they can now express their evident desire to fulfill aspirations that address their hopes for family and stability. A Canadian survey of homeless persons concluded that in addition to basic necessities, relationships, self-respect, the respect of others, and having choices all influenced the quality of life of homeless persons (Russell, Hubley, & Palepu, 2005). This finding is consistent with Table 8's, "Needs by Sub-population of Homeless Veterans Using Maslow's Hierarchy of Needs," may help explain current CHALENG results that seem to diverge from typically identified needs of homeless persons. VA's ability to offer many of the surveyed Veterans basic necessities, mental health and health care services, as well as safe, affordable housing has enabled homeless Veterans to attend to issues central to their quality of life.

Through CHALENG, VA continues to assess the needs of homeless Veterans so that we may identify areas where the overall quality of life for these Veterans may be improved. We believe this approach is not only the humane one, but the one most likely to result in long term solutions to homelessness. VA will continue to work to establish a COC that meets the full spectrum of economic, vocational, legal, social, and spiritual needs identified by Veterans and providers in this report.

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Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional Housing	Permanent Housing	Detox	Substance Abuse Treatment
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	101	4.40	4.41	4.37	4.51	4.42	3.52	4.43	4.39
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	116	3.60	3.70	3.54	3.45	3.34	3.05	3.89	3.82
1	VAM&ROC Togus, ME - 402	29	4.00	4.14	3.45	3.66	3.10	2.75	4.19	4.11
1	VAM&ROC White River Junction, VT - 405	0
1	VAMC Manchester, NH - 608	13	3.91	4.31	3.54	4.33	4.08	2.31	4.23	4.08
1	VAMC Northampton, MA - 631 (Leeds)	48	3.98	4.18	4.36	4.11	3.87	2.70	3.91	4.22
1	VAMC Providence, RI - 650, Bristol, RI	33	3.88	4.03	3.76	3.48	4.00	2.91	3.91	3.79
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	48	3.40	3.52	3.52	3.39	2.95	3.27	3.15	3.27
2	VAMC Albany, NY - 500	98	4.23	4.40	3.99	4.02	4.07	2.91	4.07	4.35
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	13	4.77	4.62	4.45	4.85	4.54	3.00	4.58	4.17
2	VAMC Syracuse, NY - 670	12	4.27	3.92	3.67	4.09	3.82	2.50	4.18	4.27
2	VAMC Bath, NY	9	4.33	4.33	3.33	3.38	2.56	1.67	3.50	3.75
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	43	4.05	4.10	3.90	3.76	3.34	2.62	4.31	4.24
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	133	4.17	4.17	3.77	4.13	3.89	2.94	4.19	4.30
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	121	3.49	3.22	2.88	3.30	2.91	2.84	3.62	3.73
3	VAMC Northport, NY - 632	22	3.82	4.00	3.50	3.76	3.95	2.19	4.27	4.45
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	57	4.08	4.09	3.62	3.86	3.66	2.92	3.57	3.70
4	VAM&ROC Wilmington, DE - 460	23	3.26	3.78	3.48	3.22	2.57	2.26	3.26	3.59
4	VAMC Altoona, PA - 503	69	4.41	4.19	3.96	4.29	3.94	3.78	4.49	4.38
4	VAMC Butler, PA - 529	10	4.22	4.44	4.56	4.44	4.11	3.33	4.56	4.78
4	VAMC Clarksburg, WV - 540	13	4.38	4.69	4.46	4.69	4.00	4.08	4.00	4.23
4	VAMC Coatesville - 542	93	4.31	4.31	3.80	3.67	3.38	2.85	4.31	4.58

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional Housing	Permanent Housing	Detox	Substance Abuse Treatment
4	VAMC Erie, PA - 562	17	4.47	4.18	4.47	3.88	3.88	3.13	4.75	4.87
4	VAMC Lebanon, PA - 595	26	4.04	4.46	3.91	4.05	3.70	3.08	4.00	4.33
4	VAMC Philadelphia, PA - 642	43	4.03	4.03	3.49	3.62	3.26	3.00	4.11	4.30
4	VAMC Wilkes-Barre, PA - 693	38	4.03	4.13	3.58	3.79	3.86	2.62	4.21	4.12
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	152	4.27	4.32	4.28	4.34	3.85	3.01	4.22	4.40
5	VAMC Martinsburg, WV - 613	22	4.59	4.73	3.90	4.25	3.43	2.77	4.36	4.55
5	VAMC Washington, DC - 688	116	3.40	3.41	2.89	2.97	2.66	2.38	3.72	3.86
6	VAMC Asheville, NC - 637	43	3.67	3.53	3.53	3.12	3.30	3.14	3.67	3.78
6	VAMC Beckley, WV - 517	6	2.40	3.50	2.17	4.40	3.50	1.20	4.40	4.20
6	VAMC Durham, NC - 558	72	3.91	3.58	3.32	3.63	3.39	2.41	3.65	3.83
6	VAMC Fayetteville, NC - 565	18	4.11	4.50	4.17	4.47	4.22	3.00	3.71	3.56
6	VAMC Hampton, VA - 590	90	3.69	3.73	3.59	2.78	2.67	2.05	3.76	4.06
6	VAMC Richmond, VA - 652	8	3.57	3.71	3.57	3.57	3.57	2.71	3.71	3.57
6	VAMC Salem, VA - 658	41	4.24	4.44	4.29	4.32	3.57	1.93	3.97	4.45
6	VAMC Salisbury, NC - 659	64	4.17	4.23	3.81	4.05	3.75	2.98	4.32	4.44
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	74	3.58	3.38	3.32	3.37	3.53	2.92	3.67	3.82
7	VAMC - Augusta, GA - 509	26	3.63	3.63	3.17	3.00	3.25	2.17	3.96	4.35
7	VAMC Atlanta, GA - 508 (Decatur, GA)	214	3.84	3.80	3.46	3.89	3.66	3.36	4.00	4.09
7	VAMC Birmingham, AL - 521	108	3.84	3.91	3.11	3.84	3.85	2.85	3.96	4.52
7	VAMC Charleston, SC - 534	112	4.08	4.17	3.94	3.85	4.12	3.24	4.29	4.56
7	VAMC Columbia, SC - 544	45	4.00	3.95	4.14	3.75	3.77	2.67	3.93	3.84
7	VAMC Dublin, GA - 557	59	3.96	4.38	3.84	3.69	3.24	2.70	3.91	4.16
7	VAMC Tuscaloosa, AL - 679	75	4.19	4.37	3.84	4.20	3.90	3.38	4.05	4.16
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	113	3.95	3.91	3.80	3.67	3.73	3.03	3.78	3.91
8	VAH Tampa, FL - 673	52	3.67	4.04	3.60	3.41	3.22	2.82	3.55	3.52
8	VAMC Bay Pines - 516	365	3.72	3.67	3.48	3.34	3.21	2.39	3.83	3.93
8	VAMC Miami, FL - 546	36	4.03	4.18	3.71	4.32	4.42	3.32	3.40	3.60
8	VAMC West Palm Beach, FL - 548	99	4.46	4.18	4.17	4.01	3.97	3.50	4.22	4.31

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-2

Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional Housing	Permanent Housing	Detox	Substance Abuse Treatment
8	VAMC San Juan, PR - 672	13	3.38	4.00	3.54	3.83	3.92	2.92	4.00	4.23
8	VAMC Orlando, FL-675	100	3.99	4.21	3.44	3.94	4.34	2.73	3.65	3.77
9	VAMC Huntington, WV - 581	21	4.62	4.25	3.95	3.95	4.58	3.71	4.47	4.25
9	VAMC Lexington, KY - 596	43	4.37	4.28	4.19	3.93	4.45	2.76	4.09	4.26
9	VAMC Louisville, KY - 603	125	3.59	3.88	3.58	3.54	3.45	3.24	3.67	3.85
9	VAMC Memphis, TN - 614	7	2.57	2.71	2.86	3.29	3.17	1.20	3.43	3.57
9	VAMC Mountain Home, TN - 621	61	3.95	4.31	3.81	4.07	4.07	2.89	4.21	4.23
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	67	4.18	4.20	3.88	4.26	4.58	3.11	4.19	4.43
10	VAMC Chillicothe, OH - 538	73	4.11	4.32	3.96	3.51	3.32	2.71	4.11	4.06
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	67	4.05	4.25	3.49	3.78	3.73	2.81	4.32	4.48
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	153	4.10	4.50	3.44	3.93	3.54	2.90	3.98	4.26
10	VAMC Dayton, OH - 552	17	4.47	4.35	4.12	4.24	3.63	2.80	4.38	4.31
10	VAOPC Columbus, OH - 757 (Grove City, OH)	30	4.10	4.10	3.43	4.10	3.86	3.14	3.82	3.85
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	46	4.49	4.54	4.28	4.56	4.50	3.04	4.53	4.69
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	30	3.85	3.90	3.89	3.77	3.52	2.86	3.40	3.74
11	VAMC Battle Creek, MI - 515	211	3.69	3.91	3.58	3.78	3.57	3.09	3.86	4.05
11	VAMC Danville, IL - 550	47	4.07	4.31	3.98	3.76	3.08	2.37	4.13	4.07
11	VAMC Detroit, MI - 553	38	4.30	4.24	4.00	4.30	4.08	3.22	4.18	4.18
11	VAMC Indianapolis - 583	13	4.62	4.77	3.85	4.31	3.92	2.83	4.08	4.33
11	VAMC Saginaw, MI - 655	20	3.22	3.59	3.05	3.83	3.24	2.56	3.65	3.94
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	129	4.04	4.04	3.60	3.84	3.37	3.10	4.02	4.12
12	VAH Madison, WI - 607	32	4.26	4.41	4.13	4.48	4.13	3.00	4.25	4.35
12	VAMC Iron Mountain, MI - 585	1	4.00	5.00	5.00	4.00	5.00	5.00	5.00	5.00
12	VAMC Milwaukee, WI - 695	318	3.75	3.87	3.49	3.24	3.15	2.48	3.76	3.90
12	VAMC North Chicago, IL - 556	43	4.22	4.50	3.68	3.35	2.90	2.62	4.39	4.56
12	VAMC Tomah, WI - 676	34	4.73	4.73	4.24	4.37	3.41	2.57	4.61	4.71

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-3

Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional Housing	Permanent Housing	Detox	Substance Abuse Treatment
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	111	4.29	4.35	4.30	4.12	3.71	3.15	4.25	4.51
15	VAH Columbia, MO - 543	50	3.67	3.65	3.37	3.02	3.46	3.20	4.25	4.49
15	VAM&ROC Wichita, KS - 452	23	4.18	3.78	3.78	3.17	2.65	2.17	3.70	3.96
15	VAMC Kansas City, MO - 589	447	3.58	3.45	3.18	3.58	3.57	2.98	3.82	3.83
15	VAMC Marion, IL - 609	12	4.83	4.67	4.25	4.33	2.63	2.40	4.60	4.80
15	VAMC Poplar Bluff, MO - 647	5	3.80	3.40	2.20	3.80	3.80	1.80	3.00	3.00
15	VAMC St. Louis, MO - 657	89	3.45	3.71	3.50	3.05	2.84	2.62	3.88	3.92
15	VAMC Topeka - 677	31	4.00	4.06	3.52	3.74	3.30	2.87	3.87	4.04
16	VA Central Arkansas HCS - 598	51	4.14	4.33	3.71	3.82	4.06	3.50	4.27	4.40
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	29	3.31	3.77	3.07	3.31	2.54	2.19	2.92	3.54
16	VAMC Alexandria, LA - 502	53	4.00	3.98	3.62	3.62	3.64	2.73	4.22	4.33
16	VAMC Fayetteville, AR - 564	25	4.04	4.20	3.88	3.56	3.92	2.63	3.48	4.24
16	VAMC Houston, TX - 580	167	3.81	3.99	3.58	3.94	3.86	2.90	3.88	4.19
16	VAMC Jackson, MS - 586	67	4.16	4.38	4.00	4.16	4.44	2.97	4.30	4.66
16	VAMC New Orleans, LA - 629	76	4.25	4.04	3.50	4.26	4.33	2.54	4.03	4.41
16	VAMC Oklahoma City, OK - 635	54	3.79	3.92	3.08	3.89	3.89	2.85	4.16	4.23
16	VAMC Shreveport, LA - 667	41	3.79	4.15	3.84	4.21	4.42	3.41	4.51	4.74
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	42	3.61	3.85	3.55	3.51	3.83	3.20	4.26	4.20
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	37	3.86	3.97	3.62	3.44	3.35	3.33	3.56	3.82
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	465	3.99	3.97	3.55	3.72	3.58	2.60	3.69	4.09
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	14	3.38	4.23	3.43	3.00	3.00	2.29	3.54	3.54
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	72	3.80	3.96	3.48	3.78	3.95	2.73	3.59	3.85
18	El Paso VA HCS, TX - 756	32	4.19	4.75	3.90	4.72	4.34	3.40	3.44	3.79
18	VA New Mexico HCS - 501	15	4.13	3.60	3.53	3.73	3.54	2.40	4.00	4.00
18	VA Northern Arizona HCS - 649	59	4.07	4.36	3.90	3.57	3.40	2.57	4.07	4.30
18	VA Southern Arizona HCS - 678	132	4.05	3.63	3.56	3.46	3.35	2.57	3.71	3.97

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-4

Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional Housing	Permanent Housing	Detox	Substance Abuse Treatment
18	VAMC Amarillo, TX - 504	33	3.97	4.22	3.69	3.88	3.91	3.31	3.55	4.00
18	VA West Texas HCS - 519	29	4.82	4.96	5.00	5.00	3.40	2.69	4.37	4.37
18	VAMC Phoenix, AZ - 644	770	3.58	3.25	2.68	3.85	3.71	2.58	4.34	4.27
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	71	4.10	4.05	3.84	3.97	3.88	3.00	3.60	3.60
19	VA Southern Colorado HCS, (Colorado Springs-567)	17	4.24	4.18	4.12	4.06	4.35	2.50	3.40	4.00
19	VAM&ROC Cheyenne, WY - 442	15	4.64	4.40	3.93	4.14	3.50	2.13	4.07	4.40
19	VA Eastern Colorado HCS (VAMC Denver - 554)	86	4.00	4.18	3.85	4.01	3.83	2.53	3.82	4.03
19	VAMC Grand Junction, CO - 575	6	4.60	4.00	3.67	4.60	1.00	2.60	5.00	5.00
19	VAMC Salt Lake City, UT - 660	58	3.97	3.95	3.52	3.63	3.85	2.76	3.61	3.70
19	VAMC Sheridan, WY - 666	59	3.84	4.14	3.32	3.91	3.56	2.79	3.87	4.18
20	VA Alaska HCS & RO - 463	60	4.14	3.93	4.09	3.76	3.43	3.38	3.86	3.93
20	VA DOM White City, OR - 692	212	3.78	3.77	3.08	3.98	3.74	3.27	4.23	4.45
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	133	4.01	4.11	3.61	3.73	3.15	2.55	3.87	4.03
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	68	3.45	3.54	3.35	2.76	2.70	2.69	3.08	3.25
20	VAMC Boise, ID - 531	25	3.35	3.64	3.17	3.52	3.46	3.13	3.48	3.74
20	VAMC Portland, OR - 648	46	4.09	4.16	3.84	3.65	3.86	2.87	3.84	3.96
20	VAMC Spokane, WA - 668	56	3.78	3.89	3.80	3.26	3.76	2.98	3.91	3.96
20	VAMC Walla Walla, WA - 687	35	3.79	3.88	3.79	3.06	3.32	2.47	3.85	3.89
21	VA Central California HCS, CA - 570	15	3.00	3.14	2.79	2.73	3.43	2.69	3.64	3.64
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	77	3.56	3.68	3.34	3.32	3.54	2.54	3.63	3.85
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	179	4.06	4.05	3.69	3.83	3.60	2.47	3.86	4.26
21	VA Sierra Nevada HCS, NV - 654	6	4.75	3.00	3.80	4.25	4.50	3.50	4.75	4.75
21	VAM&ROC Honolulu, HI - 459	49	4.28	4.31	4.11	3.93	3.79	3.23	3.91	4.52
21	VAMC San Francisco, CA - 662	59	4.17	4.24	3.53	4.04	4.18	2.79	3.86	4.11

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-5

Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional Housing	Permanent Housing	Detox	Substance Abuse Treatment
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	351	4.08	4.24	3.63	4.31	4.15	3.17	4.09	4.21
22	VA Southern Nevada HCS - 593	192	4.05	3.84	3.79	3.64	3.63	3.13	3.61	3.64
22	VAMC Loma Linda, CA - 605	146	3.54	3.72	3.30	3.40	3.38	2.78	3.89	4.12
22	VAMC Long Beach, CA - 600	98	3.43	3.39	3.29	3.07	3.04	2.63	3.68	3.81
22	VAMC San Diego, CA - 664	241	3.95	4.00	3.57	3.48	3.87	2.54	3.81	4.00
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	16	3.63	4.00	3.38	3.63	2.81	1.44	3.06	4.00
23	VAH&ROC Sioux Falls, SD - 438	15	4.40	4.57	4.33	4.13	3.73	4.47	4.29	4.43
23	VAM&ROC Fargo, ND - 437	25	3.92	4.16	3.56	4.04	4.04	2.17	4.05	3.91
23	VAMC Minneapolis, MN - 618, and Superior, WI	14	3.93	4.36	3.79	4.36	3.86	3.14	4.00	4.57
23	VAMC St. Cloud, MN - 656	29	3.89	3.97	3.90	3.42	3.20	2.37	4.24	4.52
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	31	3.94	3.84	3.52	4.16	3.70	3.13	3.76	3.83
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	54	3.67	4.06	3.70	3.67	3.59	3.65	4.40	4.42
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	52	3.78	3.64	3.15	3.79	3.37	2.85	3.77	3.84
23	VAMC Iowa City, IA - 584	97	4.38	4.39	4.05	3.84	3.65	3.14	3.81	3.94

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Emotional/ Psychiatric Services	Dual Diagnosis Treatment	Family Counseling	Medical Services	Women's Health Care	Help With Medication	Drop-in Center	AIDS/HIV Testing/ Counseling
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	101	4.15	4.00	3.41	4.35	3.72	4.46	3.55	3.91
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	116	3.97	3.69	3.14	3.91	3.13	3.82	3.45	3.74
1	VAM&ROC Togus, ME - 402	29	3.85	4.00	3.58	4.30	3.56	4.07	3.73	3.65
1	VAM&ROC White River Junction, VT - 405	0
1	VAMC Manchester, NH - 608	13	4.15	4.23	2.92	4.46	3.00	4.10	3.33	3.25
1	VAMC Northampton, MA - 631 (Leeds)	48	4.00	3.89	2.95	3.98	3.07	4.28	3.52	3.65
1	VAMC Providence, RI - 650, Bristol, RI	33	4.12	4.00	3.00	4.24	2.96	4.00	3.68	3.60
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	48	3.29	3.26	3.21	3.84	3.47	3.60	3.58	3.51
2	VAMC Albany, NY - 500	98	3.93	3.78	3.27	4.45	2.98	4.41	3.24	3.84
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	13	4.10	3.90	3.18	4.77	2.75	4.09	4.22	3.64
2	VAMC Syracuse, NY - 670	12	4.18	3.82	2.92	4.33	2.60	4.18	4.08	3.75
2	VAMC Bath, NY	9	3.78	3.33	3.14	4.00	1.00	4.50	2.00	2.88
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	43	3.87	3.70	3.21	4.38	3.38	4.21	3.43	4.03
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	133	3.94	3.74	3.42	4.34	2.95	4.39	3.54	4.22
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	121	3.56	3.25	2.87	3.89	2.76	3.80	2.98	3.64
3	VAMC Northport, NY - 632	22	4.05	3.90	3.20	4.23	3.33	4.18	3.72	4.14
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	57	3.64	3.51	3.26	4.08	3.25	3.87	3.37	3.78
4	VAM&ROC Wilmington, DE - 460	23	3.52	3.29	2.86	3.65	3.06	3.18	2.48	3.05
4	VAMC Altoona, PA - 503	69	4.25	4.32	3.78	4.40	4.36	4.38	4.05	4.12
4	VAMC Butler, PA - 529	10	4.33	4.13	3.75	4.67	3.57	4.67	4.50	4.11
4	VAMC Clarksburg, WV - 540	13	3.92	3.92	3.33	4.62	3.91	4.23	3.45	3.46
4	VAMC Coatesville - 542	93	4.13	3.77	3.00	4.37	2.25	4.34	3.24	3.57

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Emotional/ Psychiatric Services	Dual Diagnosis Treatment	Family Counseling	Medical Services	Women's Health Care	Help With Medication	Drop-in Center	AIDS/HIV Testing/ Counseling
4	VAMC Erie, PA - 562	17	4.25	3.80	3.93	4.65	3.82	4.63	4.38	3.73
4	VAMC Lebanon, PA - 595	26	3.94	4.13	3.36	4.69	3.91	4.48	3.86	4.27
4	VAMC Philadelphia, PA - 642	43	4.03	3.86	3.16	4.11	2.73	4.15	3.57	3.83
4	VAMC Wilkes-Barre, PA - 693	38	3.84	3.68	3.39	4.33	3.24	4.33	3.20	4.17
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	152	4.13	3.90	3.12	4.37	2.96	4.34	3.70	4.20
5	VAMC Martinsburg, WV - 613	22	3.86	3.76	3.37	4.43	3.81	4.64	3.38	4.41
5	VAMC Washington, DC - 688	116	3.62	3.33	2.72	3.95	2.78	4.02	2.95	3.66
6	VAMC Asheville, NC - 637	43	3.33	3.29	3.14	3.88	3.22	3.71	2.55	3.42
6	VAMC Beckley, WV - 517	6	3.67	3.75	2.80	3.67	3.50	3.33	2.50	3.25
6	VAMC Durham, NC - 558	72	3.36	3.24	2.90	3.61	2.83	4.14	2.98	3.82
6	VAMC Fayetteville, NC - 565	18	3.50	3.39	3.28	4.17	3.13	4.06	3.00	3.65
6	VAMC Hampton, VA - 590	90	3.69	3.33	2.93	3.98	3.35	4.15	3.04	4.03
6	VAMC Richmond, VA - 652	8	3.17	3.14	2.83	3.14	1.33	2.71	3.17	3.71
6	VAMC Salem, VA - 658	41	4.24	3.94	3.16	4.20	2.93	4.41	3.72	4.44
6	VAMC Salisbury, NC - 659	64	3.86	3.71	3.23	4.36	3.43	4.34	3.27	4.25
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	74	3.45	3.49	3.21	3.79	3.56	3.86	2.86	3.52
7	VAMC - Augusta, GA - 509	26	4.36	3.57	3.00	4.26	3.29	3.91	3.40	4.19
7	VAMC Atlanta, GA - 508 (Decatur, GA)	214	3.84	3.65	3.30	4.17	3.12	4.19	3.25	3.99
7	VAMC Birmingham, AL - 521	108	3.95	3.65	3.40	4.29	3.15	4.22	3.16	3.91
7	VAMC Charleston, SC - 534	112	4.17	3.97	3.35	4.39	3.03	4.42	3.55	4.18
7	VAMC Columbia, SC - 544	45	3.80	3.42	3.23	3.80	2.96	4.05	3.19	3.56
7	VAMC Dublin, GA - 557	59	3.68	3.67	2.93	3.96	3.43	3.86	2.76	3.40
7	VAMC Tuscaloosa, AL - 679	75	4.13	3.93	3.45	4.15	3.53	4.34	3.62	3.64
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	113	3.75	3.41	3.20	4.33	3.18	4.00	3.13	3.74
8	VAH Tampa, FL - 673	52	3.66	3.52	3.04	4.08	2.97	3.74	3.05	3.51
8	VAMC Bay Pines - 516	365	3.57	3.36	2.97	4.20	2.98	4.12	3.02	3.75
8	VAMC Miami, FL - 546	36	4.03	3.48	3.21	4.28	2.15	4.14	3.04	3.59
8	VAMC West Palm Beach, FL - 548	99	4.16	3.92	3.46	4.56	3.00	4.50	3.51	4.22

5 point scale: 1= unmet need ... 5 = met need

Appendix 1-8

Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Emotional/ Psychiatric Services	Dual Diagnosis Treatment	Family Counseling	Medical Services	Women's Health Care	Help With Medication	Drop-in Center	AIDS/HIV Testing/ Counseling
8	VAMC San Juan, PR - 672	13	4.15	4.18	2.85	4.08	2.33	4.15	2.13	2.82
8	VAMC Orlando, FL-675	100	3.63	3.35	2.59	4.10	2.32	3.82	2.76	3.29
9	VAMC Huntington, WV - 581	21	4.22	4.06	3.50	4.67	3.20	4.40	4.47	3.82
9	VAMC Lexington, KY - 596	43	4.05	3.48	2.73	4.58	2.20	4.02	2.81	3.61
9	VAMC Louisville, KY - 603	125	3.63	3.50	3.09	3.86	3.29	3.61	3.30	3.48
9	VAMC Memphis, TN - 614	7	3.33	2.80	2.25	2.71	1.33	2.86	2.80	2.25
9	VAMC Mountain Home, TN - 621	61	3.84	3.86	3.34	4.02	3.17	4.05	3.64	3.89
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	67	3.91	3.75	3.05	4.14	2.72	4.35	3.50	3.67
10	VAMC Chillicothe, OH - 538	73	3.94	3.62	2.82	4.00	2.69	3.97	3.03	3.58
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	67	4.42	3.95	3.30	4.48	3.06	4.26	3.29	4.31
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	153	3.80	3.49	2.79	4.38	2.69	4.34	3.36	3.96
10	VAMC Dayton, OH - 552	17	4.06	3.07	3.33	4.56	2.67	4.44	3.25	4.15
10	VAOPC Columbus, OH - 757 (Grove City, OH)	30	3.48	3.07	2.75	4.10	2.50	3.86	3.30	3.65
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	46	4.31	4.08	3.53	4.58	2.95	4.57	3.66	4.19
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	30	3.54	3.46	3.36	3.71	3.10	3.52	3.08	3.79
11	VAMC Battle Creek, MI - 515	211	3.73	3.59	3.45	4.01	3.23	4.06	3.85	3.85
11	VAMC Danville, IL - 550	47	3.98	3.46	3.05	4.20	3.20	4.23	3.39	3.82
11	VAMC Detroit, MI - 553	38	4.03	3.94	3.40	4.50	3.45	4.09	3.54	3.68
11	VAMC Indianapolis - 583	13	4.25	3.64	2.50	4.69	3.40	4.69	3.45	3.90
11	VAMC Saginaw, MI - 655	20	3.47	3.24	2.56	4.11	3.09	3.94	2.31	2.94
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	129	3.85	3.71	3.14	4.32	2.82	4.19	3.54	3.63
12	VAH Madison, WI - 607	32	4.06	3.31	3.20	4.50	3.07	4.17	3.52	3.17
12	VAMC Iron Mountain, MI - 585	1	5.00	5.00	5.00	5.00	.	5.00	5.00	5.00
12	VAMC Milwaukee, WI - 695	318	3.50	3.34	2.83	3.79	2.94	3.76	3.04	3.34
12	VAMC North Chicago, IL - 556	43	4.18	3.81	3.34	4.41	3.59	4.44	3.56	4.24
12	VAMC Tomah, WI - 676	34	4.40	4.20	3.39	4.45	3.00	4.58	3.53	3.95

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Emotional/ Psychiatric Services	Dual Diagnosis Treatment	Family Counseling	Medical Services	Women's Health Care	Help With Medication	Drop-in Center	AIDS/HIV Testing/ Counseling
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	111	4.22	4.07	3.26	4.22	3.29	4.30	3.45	3.81
15	VAH Columbia, MO - 543	50	4.20	4.13	3.59	4.33	3.32	4.15	3.21	3.84
15	VAM&ROC Wichita, KS - 452	23	4.04	3.87	3.52	4.43	3.41	4.00	2.35	4.30
15	VAMC Kansas City, MO - 589	447	3.75	3.76	3.62	3.56	3.77	3.86	3.54	3.98
15	VAMC Marion, IL - 609	12	4.57	4.00	4.67	4.33	3.50	4.57	3.40	4.60
15	VAMC Poplar Bluff, MO - 647	5	2.80	3.40	2.75	2.80	2.67	3.50	2.00	2.00
15	VAMC St. Louis, MO - 657	89	3.78	3.58	3.34	4.24	3.22	4.03	3.53	3.88
15	VAMC Topeka - 677	31	3.96	3.66	3.35	4.16	2.84	4.21	3.72	3.79
16	VA Central Arkansas HCS - 598	51	3.90	3.88	3.36	4.50	3.48	4.37	4.45	3.85
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	29	3.59	2.96	2.67	4.19	2.56	3.96	3.05	3.76
16	VAMC Alexandria, LA - 502	53	4.22	3.91	3.45	4.42	3.29	4.33	3.38	3.64
16	VAMC Fayetteville, AR - 564	25	4.20	3.56	2.84	4.36	2.29	4.17	2.86	2.96
16	VAMC Houston, TX - 580	167	3.99	3.79	3.12	4.20	3.16	4.05	3.63	3.75
16	VAMC Jackson, MS - 586	67	4.06	3.71	3.08	4.46	2.88	4.54	3.50	4.10
16	VAMC New Orleans, LA - 629	76	3.99	3.48	3.46	4.31	2.00	4.41	3.55	4.14
16	VAMC Oklahoma City, OK - 635	54	3.79	3.42	2.73	4.07	2.76	4.08	2.83	3.75
16	VAMC Shreveport, LA - 667	41	4.35	4.03	3.34	4.59	3.69	4.44	3.34	4.61
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	42	3.98	3.75	3.41	4.15	2.64	4.15	3.59	3.72
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	37	3.51	2.97	2.46	4.36	2.62	3.94	2.69	3.36
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	465	3.72	3.50	2.84	4.17	2.94	4.20	3.07	3.79
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	14	3.85	3.82	3.45	3.67	2.71	4.17	2.40	3.82
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	72	3.50	3.25	3.02	4.14	2.88	3.71	2.71	3.46
18	El Paso VA HCS, TX - 756	32	3.97	3.50	3.00	4.66	2.75	4.27	2.76	3.67
18	VA New Mexico HCS - 501	15	3.77	3.85	3.46	3.87	3.25	3.27	2.82	3.08
18	VA Northern Arizona HCS - 649	59	3.98	3.75	2.78	4.40	2.38	4.18	2.67	3.05
18	VA Southern Arizona HCS - 678	132	3.68	3.45	2.65	4.12	2.48	4.11	3.50	3.58

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Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Emotional/ Psychiatric Services	Dual Diagnosis Treatment	Family Counseling	Medical Services	Women's Health Care	Help With Medication	Drop-in Center	AIDS/HIV Testing/ Counseling
18	VAMC Amarillo, TX - 504	33	3.71	3.63	2.81	3.97	3.04	3.74	3.38	3.59
18	VA West Texas HCS - 519	29	4.40	4.29	3.75	4.86	1.00	4.88	2.71	5.00
18	VAMC Phoenix, AZ - 644	770	3.99	4.09	4.07	3.83	4.23	4.02	3.91	4.34
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	71	3.95	3.82	3.26	4.13	2.59	3.90	3.09	3.53
19	VA Southern Colorado HCS, (Colorado Springs-567)	17	4.14	3.80	3.57	4.06	2.63	4.14	3.42	3.69
19	VAM&ROC Cheyenne, WY - 442	15	3.79	3.53	3.00	4.29	3.11	4.07	2.60	3.50
19	VA Eastern Colorado HCS (VAMC Denver - 554)	86	3.77	3.17	2.60	4.23	2.93	4.26	3.38	3.66
19	VAMC Grand Junction, CO - 575	6	4.00	5.00	3.00	4.20	3.50	4.60	2.33	3.33
19	VAMC Salt Lake City, UT - 660	58	3.69	3.29	2.83	4.18	2.29	4.09	3.02	3.38
19	VAMC Sheridan, WY - 666	59	3.78	3.81	2.63	4.05	3.48	3.91	2.79	3.60
20	VA Alaska HCS & RO - 463	60	3.95	3.58	3.11	4.14	2.67	4.08	2.95	3.94
20	VA DOM White City, OR - 692	212	3.84	3.76	3.79	3.89	3.97	4.14	3.93	4.31
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	133	3.83	3.59	2.88	4.09	3.11	3.97	3.08	3.59
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	68	3.15	3.03	2.67	3.40	2.79	3.40	3.10	3.18
20	VAMC Boise, ID - 531	25	3.73	3.41	2.76	3.83	3.00	3.90	2.94	4.00
20	VAMC Portland, OR - 648	46	3.73	3.41	3.19	4.07	3.49	4.00	3.19	3.79
20	VAMC Spokane, WA - 668	56	3.66	3.53	3.33	4.05	3.28	3.98	3.46	3.51
20	VAMC Walla Walla, WA - 687	35	3.84	3.23	2.75	3.47	2.47	3.90	2.87	3.20
21	VA Central California HCS, CA - 570	15	3.50	3.29	2.62	4.21	3.58	3.79	2.58	3.62
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	77	3.78	3.62	3.04	4.23	3.50	4.15	3.19	3.80
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	179	4.05	3.58	2.93	4.33	3.03	4.30	3.51	3.92
21	VA Sierra Nevada HCS, NV - 654	6	4.00	4.75	4.00	4.20	4.00	4.75	4.33	4.50
21	VAM&ROC Honolulu, HI - 459	49	4.14	3.93	3.34	4.36	3.15	4.24	3.76	3.35
21	VAMC San Francisco, CA - 662	59	4.14	3.63	2.96	4.37	2.08	4.09	3.45	4.07

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Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Emotional/ Psychiatric Services	Dual Diagnosis Treatment	Family Counseling	Medical Services	Women's Health Care	Help With Medication	Drop-in Center	AIDS/HIV Testing/ Counseling
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	351	3.81	3.42	3.09	4.32	2.66	4.13	3.44	3.85
22	VA Southern Nevada HCS - 593	192	3.72	3.57	3.33	4.02	3.59	3.86	3.39	3.59
22	VAMC Loma Linda, CA - 605	146	3.86	3.60	3.14	4.16	2.98	3.94	2.89	3.49
22	VAMC Long Beach, CA - 600	98	3.39	3.25	2.88	3.82	2.96	3.90	3.08	3.34
22	VAMC San Diego, CA - 664	241	3.69	3.50	3.23	3.99	3.06	3.85	3.10	3.62
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	16	3.50	2.88	2.00	4.40	2.27	4.13	2.13	2.88
23	VAH&ROC Sioux Falls, SD - 438	15	4.53	4.47	3.79	4.80	3.33	4.87	3.69	4.38
23	VAM&ROC Fargo, ND - 437	25	3.84	3.67	2.90	4.24	2.50	3.91	2.65	2.82
23	VAMC Minneapolis, MN - 618, and Superior, WI	14	3.92	4.29	3.25	4.31	3.25	4.50	3.14	3.64
23	VAMC St. Cloud, MN - 656	29	4.00	4.17	2.96	4.52	1.92	4.19	3.20	3.52
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	31	3.55	3.45	3.34	4.06	3.11	3.84	3.37	3.33
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	54	4.10	3.92	3.57	4.34	3.43	4.16	2.94	3.73
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	52	3.70	3.65	3.51	4.39	3.10	4.31	3.50	3.74
23	VAMC Iowa City, IA - 584	97	3.76	3.54	3.37	4.19	3.07	3.96	3.65	3.84

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	TB Testing	TB Treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses	VA Disability/ Pension	Welfare Payments
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	101	4.60	3.87	4.17	3.32	4.35	4.17	3.23	2.89
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	116	4.11	3.72	3.87	2.74	3.77	3.79	3.16	2.82
1	VAM&ROC Togus, ME - 402	29	3.80	3.73	4.07	2.21	2.93	2.97	3.52	3.72
1	VAM&ROC White River Junction, VT - 405	0
1	VAMC Manchester, NH - 608	13	3.80	3.00	3.80	3.42	4.00	3.92	2.82	2.00
1	VAMC Northampton, MA - 631 (Leeds)	48	4.49	3.98	4.10	3.28	3.64	3.87	2.76	2.67
1	VAMC Providence, RI - 650, Bristol, RI	33	4.16	3.97	4.16	3.30	4.06	3.88	3.19	2.77
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	48	3.66	3.53	3.62	2.80	3.24	3.02	3.05	2.68
2	VAMC Albany, NY - 500	98	4.28	3.70	4.19	3.96	4.28	4.32	2.96	2.49
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	13	4.36	4.30	4.27	4.00	3.75	3.64	3.10	4.00
2	VAMC Syracuse, NY - 670	12	3.91	3.83	3.08	3.75	4.08	4.17	3.42	2.55
2	VAMC Bath, NY	9	4.43	4.14	3.88	3.11	4.11	4.22	3.44	2.11
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	43	4.16	4.09	4.11	3.73	4.22	4.24	2.70	2.76
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	133	4.37	4.05	4.18	3.78	4.36	4.28	2.89	2.91
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	121	3.94	3.65	3.76	2.46	3.60	3.57	2.83	2.77
3	VAMC Northport, NY - 632	22	4.64	4.40	4.52	2.64	4.38	4.05	2.85	3.63
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	57	4.07	3.48	3.82	3.50	3.52	3.40	3.00	2.22
4	VAM&ROC Wilmington, DE - 460	23	3.09	2.87	3.35	2.48	3.09	3.09	2.96	2.52
4	VAMC Altoona, PA - 503	69	4.24	4.33	4.33	3.55	3.86	3.88	3.83	3.78
4	VAMC Butler, PA - 529	10	4.56	4.50	4.67	4.00	4.11	4.11	2.22	3.25
4	VAMC Clarksburg, WV - 540	13	4.08	3.33	3.62	3.38	3.92	3.92	3.54	3.08
4	VAMC Coatesville - 542	93	4.34	3.26	3.87	3.54	4.00	4.06	2.79	2.62

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Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	TB Testing	TB Treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses	VA Disability/ Pension	Welfare Payments
4	VAMC Erie, PA - 562	17	4.06	3.93	3.88	2.88	3.35	3.29	3.18	3.50
4	VAMC Lebanon, PA - 595	26	4.33	3.93	4.11	2.88	3.73	3.52	3.45	3.33
4	VAMC Philadelphia, PA - 642	43	4.13	3.76	3.80	2.85	3.75	3.76	3.21	3.37
4	VAMC Wilkes-Barre, PA - 693	38	4.22	4.14	4.16	3.54	3.74	3.57	3.66	3.19
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	152	4.22	3.75	4.04	3.19	4.08	4.03	2.94	2.71
5	VAMC Martinsburg, WV - 613	22	4.68	4.05	4.09	3.50	4.41	4.36	3.18	2.55
5	VAMC Washington, DC - 688	116	4.23	3.88	4.03	2.46	3.20	3.25	2.53	2.30
6	VAMC Asheville, NC - 637	43	3.44	3.37	3.69	2.40	3.48	3.45	2.55	2.80
6	VAMC Beckley, WV - 517	6	3.00	2.50	2.20	1.20	3.33	3.25	2.00	1.67
6	VAMC Durham, NC - 558	72	3.82	3.49	3.74	2.07	2.80	2.88	2.71	2.22
6	VAMC Fayetteville, NC - 565	18	3.72	3.88	3.82	4.11	4.39	4.39	2.94	2.94
6	VAMC Hampton, VA - 590	90	4.19	3.94	4.06	2.07	3.17	2.84	2.74	2.12
6	VAMC Richmond, VA - 652	8	4.00	3.83	3.86	2.00	3.29	3.57	2.00	2.00
6	VAMC Salem, VA - 658	41	4.56	4.17	4.44	1.66	3.36	3.16	2.75	2.33
6	VAMC Salisbury, NC - 659	64	4.35	3.89	4.15	3.16	3.30	3.17	2.70	2.51
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	74	3.78	3.67	3.63	2.35	3.03	3.11	2.32	2.03
7	VAMC - Augusta, GA - 509	26	4.62	4.15	3.91	3.48	3.78	3.68	3.13	2.68
7	VAMC Atlanta, GA - 508 (Decatur, GA)	214	4.16	3.61	3.93	2.81	3.66	3.61	2.89	2.51
7	VAMC Birmingham, AL - 521	108	4.35	4.01	4.17	2.87	4.16	4.20	2.65	2.39
7	VAMC Charleston, SC - 534	112	4.76	4.30	4.39	3.71	3.99	3.91	2.82	2.55
7	VAMC Columbia, SC - 544	45	4.00	3.59	3.82	2.58	3.12	3.32	2.53	2.69
7	VAMC Dublin, GA - 557	59	4.40	3.69	4.05	3.78	3.89	3.69	2.72	2.15
7	VAMC Tuscaloosa, AL - 679	75	4.18	3.81	3.89	3.51	3.93	3.81	2.90	2.47
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	113	3.88	3.63	3.76	3.31	4.00	4.00	3.29	2.60
8	VAH Tampa, FL - 673	52	4.24	4.05	4.02	2.00	3.90	3.86	2.78	2.43
8	VAMC Bay Pines - 516	365	4.03	3.68	3.91	2.86	3.33	3.31	2.65	2.19
8	VAMC Miami, FL - 546	36	3.79	3.38	3.58	3.21	3.58	3.88	2.61	2.00
8	VAMC West Palm Beach, FL - 548	99	4.37	3.78	4.41	3.35	3.94	3.95	3.32	2.46

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	TB Testing	TB Treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses	VA Disability/ Pension	Welfare Payments
8	VAMC San Juan, PR - 672	13	4.20	2.82	4.70	3.38	3.46	3.58	2.50	2.30
8	VAMC Orlando, FL-675	100	3.58	3.07	3.29	3.59	3.77	3.64	2.77	2.16
9	VAMC Huntington, WV - 581	21	4.55	4.00	4.00	3.26	4.05	3.90	3.29	3.14
9	VAMC Lexington, KY - 596	43	4.54	3.42	3.90	3.91	3.95	3.84	2.79	1.83
9	VAMC Louisville, KY - 603	125	4.22	3.70	3.60	3.20	4.00	4.01	2.92	2.56
9	VAMC Memphis, TN - 614	7	1.60	2.40	2.20	2.14	2.20	1.00	2.14	1.00
9	VAMC Mountain Home, TN - 621	61	4.22	3.79	4.02	2.59	3.39	3.53	3.02	2.64
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	67	3.88	3.51	3.54	3.26	3.38	3.38	2.64	2.11
10	VAMC Chillicothe, OH - 538	73	3.91	3.21	3.66	3.08	3.40	3.21	2.66	2.46
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	67	4.49	4.00	4.41	3.51	4.12	4.05	3.16	2.49
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	153	4.27	3.48	3.91	3.14	3.88	3.80	2.81	2.36
10	VAMC Dayton, OH - 552	17	4.56	3.57	4.20	3.24	4.50	4.31	3.08	2.75
10	VAOPC Columbus, OH - 757 (Grove City, OH)	30	4.45	3.56	3.82	2.72	3.96	3.85	2.48	2.33
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	46	4.81	4.34	4.68	3.07	3.89	3.76	2.75	2.76
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	30	3.80	3.67	3.76	2.50	2.89	2.96	2.80	3.13
11	VAMC Battle Creek, MI - 515	211	4.06	3.90	3.82	2.84	3.46	3.38	2.94	2.75
11	VAMC Danville, IL - 550	47	4.25	3.58	4.08	2.84	3.77	3.56	2.67	2.41
11	VAMC Detroit, MI - 553	38	4.26	4.00	3.60	3.79	3.86	3.97	3.69	3.24
11	VAMC Indianapolis - 583	13	4.23	3.77	4.36	3.25	4.31	4.23	3.58	2.20
11	VAMC Saginaw, MI - 655	20	3.38	2.93	3.13	2.17	2.78	2.83	2.29	2.18
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	129	3.88	3.61	3.64	3.57	3.57	3.55	3.18	3.04
12	VAH Madison, WI - 607	32	4.48	4.04	3.64	3.31	3.19	3.00	3.21	2.50
12	VAMC Iron Mountain, MI - 585	1	5.00	5.00	5.00	1.00	5.00	5.00	5.00	1.00
12	VAMC Milwaukee, WI - 695	318	4.01	3.58	3.67	2.77	3.30	3.20	2.68	2.39
12	VAMC North Chicago, IL - 556	43	4.43	4.20	4.21	3.60	4.21	3.93	3.05	2.47
12	VAMC Tomah, WI - 676	34	4.70	3.94	4.64	3.28	4.70	4.29	3.10	2.65

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Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	TB Testing	TB Treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses	VA Disability/ Pension	Welfare Payments
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	111	4.44	3.93	4.10	3.67	3.66	3.52	3.02	2.60
15	VAH Columbia, MO - 543	50	4.11	3.84	4.07	2.04	2.73	2.65	2.39	2.33
15	VAM&ROC Wichita, KS - 452	23	4.65	4.61	4.70	3.30	3.35	3.35	3.43	2.87
15	VAMC Kansas City, MO - 589	447	4.04	3.99	4.01	2.37	2.98	2.93	2.95	3.27
15	VAMC Marion, IL - 609	12	5.00	4.20	4.80	1.88	3.63	3.50	3.22	3.83
15	VAMC Poplar Bluff, MO - 647	5	2.75	2.00	3.50	1.60	2.25	2.25	2.00	2.40
15	VAMC St. Louis, MO - 657	89	4.17	3.87	4.05	2.67	3.69	3.35	2.81	2.64
15	VAMC Topeka - 677	31	4.07	3.79	3.96	3.13	4.07	3.68	3.32	2.89
16	VA Central Arkansas HCS - 598	51	3.91	3.82	3.91	3.12	4.22	4.37	3.27	2.90
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	29	3.92	3.36	3.57	2.41	2.50	2.61	3.13	2.21
16	VAMC Alexandria, LA - 502	53	4.30	3.92	4.10	2.85	3.18	2.96	3.09	2.66
16	VAMC Fayetteville, AR - 564	25	3.32	2.83	3.00	3.20	3.20	2.84	3.35	2.36
16	VAMC Houston, TX - 580	167	4.35	3.79	3.92	2.97	3.46	3.41	2.93	2.35
16	VAMC Jackson, MS - 586	67	4.19	3.77	4.02	3.70	3.67	3.46	3.02	2.56
16	VAMC New Orleans, LA - 629	76	4.49	3.66	4.18	2.84	3.29	3.54	2.32	2.22
16	VAMC Oklahoma City, OK - 635	54	4.40	3.34	4.12	2.37	1.79	1.80	2.81	2.38
16	VAMC Shreveport, LA - 667	41	4.31	4.27	4.39	2.80	4.16	4.10	2.66	2.43
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	42	4.03	3.44	4.10	2.68	3.34	3.22	3.23	2.42
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	37	4.00	3.05	3.69	2.73	3.47	3.43	2.89	2.21
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	465	4.22	3.72	3.86	3.18	3.52	3.48	3.01	2.42
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	14	3.92	3.00	3.42	3.36	2.92	2.77	2.67	2.56
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	72	4.38	4.00	3.60	3.41	3.25	3.02	2.76	2.09
18	El Paso VA HCS, TX - 756	32	4.56	3.14	4.00	3.19	2.69	2.65	3.03	2.21
18	VA New Mexico HCS - 501	15	3.46	3.17	3.42	2.73	2.40	2.87	2.93	1.85
18	VA Northern Arizona HCS - 649	59	4.28	3.33	4.09	2.70	3.47	3.19	2.50	2.00
18	VA Southern Arizona HCS - 678	132	4.15	3.57	3.82	2.08	3.29	3.16	2.46	2.12

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Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	TB Testing	TB Treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses	VA Disability/ Pension	Welfare Payments
18	VAMC Amarillo, TX - 504	33	3.55	3.04	3.57	2.61	3.73	3.73	2.55	1.87
18	VA West Texas HCS - 519	29	5.00	3.18	4.86	4.50	4.67	4.50	4.00	3.12
18	VAMC Phoenix, AZ - 644	770	4.35	4.44	4.25	2.40	2.79	2.74	3.18	3.63
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	71	3.93	3.30	3.95	3.41	3.62	3.55	3.02	2.80
19	VA Southern Colorado HCS, (Colorado Springs-567)	17	4.47	4.14	4.23	2.60	3.31	3.29	3.21	2.54
19	VAM&ROC Cheyenne, WY - 442	15	4.57	4.00	3.86	2.73	3.57	3.36	3.00	2.45
19	VA Eastern Colorado HCS (VAMC Denver - 554)	86	4.23	3.46	3.73	2.71	3.33	3.39	2.88	2.30
19	VAMC Grand Junction, CO - 575	6	3.00	1.00	2.33	3.00	5.00	4.00	2.80	1.33
19	VAMC Salt Lake City, UT - 660	58	4.45	3.55	3.85	3.25	3.31	3.02	2.92	2.57
19	VAMC Sheridan, WY - 666	59	4.19	3.47	3.96	3.69	3.24	3.14	2.85	1.98
20	VA Alaska HCS & RO - 463	60	4.31	3.52	4.18	3.60	3.74	3.75	3.04	2.52
20	VA DOM White City, OR - 692	212	4.59	4.33	4.46	2.90	3.45	3.44	3.00	3.48
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	133	3.71	3.47	3.65	2.66	3.27	3.23	2.86	2.74
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	68	3.37	3.15	3.36	2.48	2.59	2.65	2.97	2.60
20	VAMC Boise, ID - 531	25	3.90	3.32	4.00	2.67	2.67	2.33	2.57	2.40
20	VAMC Portland, OR - 648	46	4.18	3.74	4.25	3.49	3.96	3.69	3.16	2.85
20	VAMC Spokane, WA - 668	56	3.69	3.67	3.65	2.96	3.55	3.51	3.04	3.22
20	VAMC Walla Walla, WA - 687	35	3.77	3.39	3.54	2.42	2.91	2.79	2.62	2.58
21	VA Central California HCS, CA - 570	15	3.69	3.46	4.08	2.33	3.07	3.21	3.00	2.62
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	77	4.08	3.71	4.09	3.41	3.65	3.43	3.12	2.76
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	179	4.30	3.93	4.24	3.27	3.84	3.76	2.89	2.51
21	VA Sierra Nevada HCS, NV - 654	6	5.00	5.00	5.00	3.20	4.75	4.67	3.25	4.50
21	VAM&ROC Honolulu, HI - 459	49	4.46	3.79	3.95	2.96	3.30	2.98	3.53	3.98
21	VAMC San Francisco, CA - 662	59	4.41	3.75	4.28	3.36	3.78	3.76	3.22	2.77

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VISN	VA Facility - 2009 Name	Veteran Respondents N=	TB Testing	TB Treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses	VA Disability/ Pension	Welfare Payments
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	351	4.42	3.70	3.97	3.36	3.78	3.67	2.99	2.81
22	VA Southern Nevada HCS - 593	192	4.02	3.71	3.80	3.18	3.49	3.40	3.30	3.23
22	VAMC Loma Linda, CA - 605	146	4.16	3.50	3.70	2.46	3.03	2.94	2.84	2.33
22	VAMC Long Beach, CA - 600	98	4.05	3.73	3.64	2.57	3.13	2.98	3.00	2.67
22	VAMC San Diego, CA - 664	241	4.31	3.79	3.77	2.74	3.03	2.97	2.85	2.29
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	16	4.13	2.93	3.94	2.81	4.44	3.94	3.13	2.44
23	VAH&ROC Sioux Falls, SD - 438	15	4.38	3.86	4.07	2.33	3.73	3.50	3.31	3.00
23	VAM&ROC Fargo, ND - 437	25	3.22	3.06	3.28	2.83	3.54	3.17	2.43	2.29
23	VAMC Minneapolis, MN - 618, and Superior, WI	14	4.29	3.64	3.71	2.93	4.00	3.93	3.21	3.00
23	VAMC St. Cloud, MN - 656	29	4.08	2.95	3.88	2.93	3.52	3.46	2.76	2.30
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	31	3.67	3.03	3.50	2.65	3.26	3.32	2.57	2.63
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	54	3.94	3.78	3.92	2.83	2.92	2.88	3.54	2.85
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	52	4.02	3.84	3.91	2.46	2.63	2.55	2.96	2.73
23	VAMC Iowa City, IA - 584	97	3.75	3.63	3.81	2.9	3.96	3.8	3.09	3.06

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Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	SSI/SSD Process	Guardianship (Financial)	Help Managing Money	Job Training	Job Placement	Help Getting ID/ Documents	Transportation
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	101	3.12	3.10	3.53	3.45	3.37	4.00	4.07
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	116	3.05	2.95	2.94	2.81	2.88	3.59	3.49
1	VAM&ROC Togus, ME - 402	29	4.00	4.08	3.96	2.96	3.04	4.14	3.41
1	VAM&ROC White River Junction, VT - 405	0
1	VAMC Manchester, NH - 608	13	3.42	2.56	2.40	2.50	2.77	3.45	3.46
1	VAMC Northampton, MA - 631 (Leeds)	48	3.19	2.63	2.95	2.96	2.94	3.78	3.54
1	VAMC Providence, RI - 650, Bristol, RI	33	2.90	3.13	3.59	3.36	3.16	3.79	4.06
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	48	2.74	2.95	2.74	2.76	2.65	3.45	3.38
2	VAMC Albany, NY - 500	98	3.03	2.86	3.58	3.11	3.40	4.14	3.91
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	13	3.20	2.60	3.44	4.23	4.10	3.33	4.54
2	VAMC Syracuse, NY - 670	12	2.25	2.73	3.17	2.75	2.91	4.08	3.58
2	VAMC Bath, NY	9	2.88	1.57	3.56	2.00	1.67	3.11	1.89
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	43	2.63	2.91	3.39	3.00	2.93	3.44	3.44
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	133	2.78	2.85	3.59	3.00	3.11	3.95	3.42
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	121	2.50	2.39	2.64	2.67	2.68	3.36	3.18
3	VAMC Northport, NY - 632	22	3.20	3.35	3.40	3.19	3.05	3.55	3.32
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	57	2.80	3.08	3.36	2.85	3.28	3.53	3.41
4	VAM&ROC Wilmington, DE - 460	23	2.78	2.83	2.83	2.36	2.36	3.74	3.64
4	VAMC Altoona, PA - 503	69	3.88	4.12	4.04	3.82	3.65	4.31	4.40
4	VAMC Butler, PA - 529	10	2.89	2.89	3.75	3.33	2.44	3.67	3.22
4	VAMC Clarksburg, WV - 540	13	3.08	3.23	3.77	3.46	3.15	3.85	4.08
4	VAMC Coatesville - 542	93	2.58	2.48	3.20	2.88	3.10	4.00	3.63

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VISN	VA Facility - 2009 Name	Veteran Respondents N=	SSI/SSD Process	Guardianship (Financial)	Help Managing Money	Job Training	Job Placement	Help Getting ID/ Documents	Transportation
4	VAMC Erie, PA - 562	17	3.47	3.73	3.59	3.29	3.56	4.18	3.71
4	VAMC Lebanon, PA - 595	26	3.47	3.08	3.63	3.16	3.21	4.10	3.83
4	VAMC Philadelphia, PA - 642	43	3.58	2.77	2.85	2.82	2.79	3.64	3.18
4	VAMC Wilkes-Barre, PA - 693	38	2.91	2.94	3.06	2.14	2.63	3.38	2.71
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	152	2.98	2.86	3.35	3.12	3.08	3.92	3.85
5	VAMC Martinsburg, WV - 613	22	3.00	3.25	3.68	3.24	3.55	4.09	3.82
5	VAMC Washington, DC - 688	116	2.87	2.53	2.70	2.55	2.63	3.35	2.92
6	VAMC Asheville, NC - 637	43	2.77	2.73	3.25	2.87	2.62	3.30	2.98
6	VAMC Beckley, WV - 517	6	2.83	4.00	4.00	2.50	2.80	4.20	3.80
6	VAMC Durham, NC - 558	72	2.49	2.47	2.97	2.64	2.66	3.39	2.97
6	VAMC Fayetteville, NC - 565	18	2.89	2.94	3.50	3.11	3.17	4.00	3.78
6	VAMC Hampton, VA - 590	90	2.48	2.11	2.93	2.44	2.46	3.48	3.05
6	VAMC Richmond, VA - 652	8	2.33	2.17	2.43	1.83	2.67	2.83	3.43
6	VAMC Salem, VA - 658	41	2.73	3.08	3.68	3.17	3.43	3.89	3.33
6	VAMC Salisbury, NC - 659	64	2.38	2.31	3.03	2.65	2.73	3.77	3.61
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	74	2.50	2.50	2.72	2.38	2.34	3.01	3.07
7	VAMC - Augusta, GA - 509	26	2.55	2.79	2.79	3.29	3.50	3.38	3.04
7	VAMC Atlanta, GA - 508 (Decatur, GA)	214	2.68	2.64	3.22	2.72	2.74	3.73	3.67
7	VAMC Birmingham, AL - 521	108	2.53	2.51	2.95	2.91	3.15	3.66	3.52
7	VAMC Charleston, SC - 534	112	2.84	2.88	3.48	3.28	3.29	4.10	3.91
7	VAMC Columbia, SC - 544	45	2.83	2.76	3.14	3.16	3.04	3.43	3.38
7	VAMC Dublin, GA - 557	59	2.88	2.45	3.49	2.96	3.20	3.75	3.88
7	VAMC Tuscaloosa, AL - 679	75	2.76	2.73	3.38	3.03	3.15	3.77	3.61
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	113	2.80	2.75	3.34	2.92	2.93	3.67	3.37
8	VAH Tampa, FL - 673	52	2.81	2.58	3.02	2.74	2.91	3.43	2.96
8	VAMC Bay Pines - 516	365	2.54	2.59	3.08	2.57	2.51	3.53	3.20
8	VAMC Miami, FL - 546	36	2.69	2.48	3.71	3.04	3.19	4.30	3.91
8	VAMC West Palm Beach, FL - 548	99	2.89	3.08	3.78	3.40	3.47	4.10	3.92

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VISN	VA Facility - 2009 Name	Veteran Respondents N=	SSI/SSD Process	Guardianship (Financial)	Help Managing Money	Job Training	Job Placement	Help Getting ID/ Documents	Transportation
8	VAMC San Juan, PR - 672	13	1.88	2.18	3.18	2.85	3.31	3.17	3.46
8	VAMC Orlando, FL-675	100	2.42	2.18	2.83	2.49	2.63	3.73	3.23
9	VAMC Huntington, WV - 581	21	3.40	3.46	4.00	3.57	4.00	4.60	4.00
9	VAMC Lexington, KY - 596	43	2.39	2.13	2.68	3.10	3.45	3.98	3.72
9	VAMC Louisville, KY - 603	125	2.74	2.95	3.33	3.15	3.06	3.74	3.38
9	VAMC Memphis, TN - 614	7	1.20	2.00	2.00	1.67	1.67	2.33	1.67
9	VAMC Mountain Home, TN - 621	61	3.16	3.36	3.60	3.02	2.97	3.95	3.67
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	67	2.38	2.63	3.56	2.94	3.47	3.77	4.08
10	VAMC Chillicothe, OH - 538	73	2.45	2.72	3.43	2.89	3.07	3.65	3.71
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	67	2.76	2.88	3.14	2.80	2.97	3.85	3.53
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	153	2.43	2.59	3.02	2.71	2.77	3.85	3.61
10	VAMC Dayton, OH - 552	17	3.17	3.00	3.93	3.44	3.35	4.27	3.76
10	VAOPC Columbus, OH - 757 (Grove City, OH)	30	2.37	2.60	2.74	2.83	2.97	3.69	3.38
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	46	2.98	2.69	3.21	2.59	2.78	4.16	4.26
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	30	3.36	3.04	3.36	3.38	3.00	3.96	3.57
11	VAMC Battle Creek, MI - 515	211	2.97	2.93	3.24	2.98	3.07	3.87	3.25
11	VAMC Danville, IL - 550	47	2.53	2.45	2.74	2.91	3.07	3.58	4.09
11	VAMC Detroit, MI - 553	38	3.47	3.24	3.65	3.44	3.08	3.89	3.80
11	VAMC Indianapolis - 583	13	2.91	3.00	3.36	2.17	2.25	3.58	3.77
11	VAMC Saginaw, MI - 655	20	2.44	2.50	2.94	2.94	3.28	3.78	3.67
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	129	3.10	2.82	3.36	3.06	3.11	3.87	3.81
12	VAH Madison, WI - 607	32	3.31	2.88	3.07	2.70	2.75	3.45	3.97
12	VAMC Iron Mountain, MI - 585	1	1.00	1.00	5.00	1.00	1.00	5.00	5.00
12	VAMC Milwaukee, WI - 695	318	2.56	2.65	3.09	2.63	2.71	3.21	3.07
12	VAMC North Chicago, IL - 556	43	3.05	3.07	3.28	2.19	2.43	3.63	2.47
12	VAMC Tomah, WI - 676	34	2.19	2.76	3.70	2.21	2.80	3.48	3.13

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	SSI/SSD Process	Guardianship (Financial)	Help Managing Money	Job Training	Job Placement	Help Getting ID/ Documents	Transportation
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	111	2.96	3.03	3.34	2.98	3.20	3.62	3.23
15	VAH Columbia, MO - 543	50	2.38	2.43	3.00	2.71	3.10	3.36	2.70
15	VAM&ROC Wichita, KS - 452	23	2.70	3.04	3.13	2.65	2.43	3.04	2.43
15	VAMC Kansas City, MO - 589	447	3.13	3.69	3.65	3.05	3.01	3.51	3.12
15	VAMC Marion, IL - 609	12	2.00	3.00	3.80	2.13	2.70	4.40	3.50
15	VAMC Poplar Bluff, MO - 647	5	2.40	1.75	1.75	1.50	2.50	3.00	2.40
15	VAMC St. Louis, MO - 657	89	2.64	2.80	2.92	2.90	3.13	3.67	2.94
15	VAMC Topeka - 677	31	3.00	3.08	3.15	2.93	2.74	3.71	3.03
16	VA Central Arkansas HCS - 598	51	3.11	3.34	3.85	3.30	3.55	3.87	4.04
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	29	2.25	2.41	2.50	2.26	2.58	3.64	2.81
16	VAMC Alexandria, LA - 502	53	3.39	3.05	3.10	3.33	3.76	3.76	3.88
16	VAMC Fayetteville, AR - 564	25	2.82	2.95	3.24	3.00	3.20	3.29	3.44
16	VAMC Houston, TX - 580	167	2.65	2.61	3.38	2.85	2.94	3.73	3.73
16	VAMC Jackson, MS - 586	67	2.80	2.83	3.00	2.81	3.25	3.85	3.89
16	VAMC New Orleans, LA - 629	76	2.92	2.18	2.83	2.16	2.28	3.66	3.54
16	VAMC Oklahoma City, OK - 635	54	2.55	2.39	3.17	2.44	2.55	3.42	3.48
16	VAMC Shreveport, LA - 667	41	2.76	2.97	3.88	3.31	3.40	4.28	3.88
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	42	2.80	2.86	3.05	3.00	2.98	3.46	3.54
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	37	2.55	2.50	3.24	2.82	2.85	3.40	3.61
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	465	2.59	2.75	3.36	2.72	2.87	3.73	3.42
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	14	2.90	3.00	4.50	2.73	3.09	3.67	3.83
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	72	2.67	2.42	3.13	2.64	2.84	3.78	3.45
18	El Paso VA HCS, TX - 756	32	2.39	2.43	2.97	3.23	3.77	3.63	3.72
18	VA New Mexico HCS - 501	15	2.21	2.38	2.77	2.67	3.13	3.47	2.80
18	VA Northern Arizona HCS - 649	59	2.41	2.29	3.10	2.58	2.89	3.49	2.96
18	VA Southern Arizona HCS - 678	132	2.32	2.36	2.71	2.23	2.57	3.48	3.34

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Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	SSI/SSD Process	Guardianship (Financial)	Help Managing Money	Job Training	Job Placement	Help Getting ID/ Documents	Transportation
18	VAMC Amarillo, TX - 504	33	2.57	2.04	2.60	2.41	2.82	3.10	3.21
18	VA West Texas HCS - 519	29	3.12	2.54	3.50	3.60	3.80	3.75	4.16
18	VAMC Phoenix, AZ - 644	770	3.33	3.96	3.96	3.26	2.85	3.34	2.98
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	71	2.82	3.05	3.33	2.98	3.22	4.02	3.92
19	VA Southern Colorado HCS, (Colorado Springs-567)	17	2.92	3.55	3.38	2.93	3.13	3.86	3.80
19	VAM&ROC Cheyenne, WY - 442	15	2.77	3.08	3.43	2.20	3.07	4.33	4.00
19	VA Eastern Colorado HCS (VAMC Denver - 554)	86	2.34	2.64	3.49	2.42	2.91	3.63	3.44
19	VAMC Grand Junction, CO - 575	6	1.00	1.00	1.00	1.50	1.50	3.67	3.25
19	VAMC Salt Lake City, UT - 660	58	2.90	2.88	3.32	2.62	2.98	3.58	3.21
19	VAMC Sheridan, WY - 666	59	2.60	2.38	2.96	2.46	2.60	2.91	2.65
20	VA Alaska HCS & RO - 463	60	2.86	2.67	3.72	3.20	3.13	4.11	3.80
20	VA DOM White City, OR - 692	212	3.55	3.69	3.91	3.50	3.34	3.83	3.69
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	133	2.73	2.63	3.07	2.59	2.67	3.38	3.42
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	68	2.54	2.61	2.66	2.62	2.70	3.44	2.86
20	VAMC Boise, ID - 531	25	2.90	2.45	2.33	2.59	3.13	3.13	3.21
20	VAMC Portland, OR - 648	46	3.05	2.93	3.43	3.33	3.75	3.84	3.62
20	VAMC Spokane, WA - 668	56	2.82	2.87	3.28	2.89	2.71	3.46	3.25
20	VAMC Walla Walla, WA - 687	35	2.62	2.68	2.96	2.96	2.93	3.77	3.35
21	VA Central California HCS, CA - 570	15	2.64	2.69	3.00	2.47	2.73	3.13	2.80
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	77	3.14	2.77	3.22	3.21	3.13	3.66	3.39
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	179	3.00	2.72	3.23	3.01	3.03	3.63	3.25
21	VA Sierra Nevada HCS, NV - 654	6	4.50	4.50	3.33	4.00	4.25	4.33	4.25
21	VAM&ROC Honolulu, HI - 459	49	3.43	3.31	3.67	3.36	3.64	4.07	3.96
21	VAMC San Francisco, CA - 662	59	3.00	2.67	3.56	3.11	3.09	3.82	3.66

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Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	SSI/SSD Process	Guardianship (Financial)	Help Managing Money	Job Training	Job Placement	Help Getting ID/ Documents	Transportation
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	351	2.84	2.74	3.55	3.13	3.33	3.88	3.80
22	VA Southern Nevada HCS - 593	192	3.23	3.22	3.32	3.22	3.21	3.79	3.58
22	VAMC Loma Linda, CA - 605	146	2.83	2.51	2.85	2.89	2.95	3.39	3.32
22	VAMC Long Beach, CA - 600	98	2.71	2.84	2.90	2.78	3.07	3.30	2.93
22	VAMC San Diego, CA - 664	241	2.61	2.57	3.05	3.05	2.96	3.66	3.69
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	16	2.94	2.53	3.69	3.21	3.40	3.33	3.44
23	VAH&ROC Sioux Falls, SD - 438	15	3.20	3.43	3.67	3.31	3.86	4.07	4.40
23	VAM&ROC Fargo, ND - 437	25	3.18	2.68	3.09	2.35	3.21	3.54	2.52
23	VAMC Minneapolis, MN - 618, and Superior, WI	14	2.83	2.91	3.75	3.36	2.69	4.07	3.79
23	VAMC St. Cloud, MN - 656	29	2.55	2.57	2.73	2.74	2.93	3.64	3.56
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	31	2.45	2.60	3.07	3.13	3.13	3.32	3.48
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	54	3.38	3.15	3.67	3.32	3.33	3.78	3.83
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	52	3.00	3.05	3.40	2.71	2.86	3.57	3.31
23	VAMC Iowa City, IA - 584	97	3.07	2.89	3.04	3.31	3.65	3.96	4.02

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Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Education	Child care	Family Reconcilia- tion	Discharge Upgrade	Spiritual	Incarcerated Veterans	Elder Healthcare	Credit Counseling
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	101	3.74	3.04	3.13	3.32	3.87	3.36	3.64	3.28
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	116	3.23	2.99	2.99	2.87	3.71	2.94	3.12	2.53
1	VAM&ROC Togus, ME - 402	29	3.15	3.56	3.59	3.82	3.90	3.41	3.50	3.39
1	VAM&ROC White River Junction, VT - 405	0
1	VAMC Manchester, NH - 608	13	2.92	2.33	2.11	2.50	2.40	2.33	2.33	1.80
1	VAMC Northampton, MA - 631 (Leeds)	48	3.16	2.41	2.54	2.88	3.82	3.14	3.14	2.78
1	VAMC Providence, RI - 650, Bristol, RI	33	3.21	2.59	2.61	3.03	3.52	3.21	3.48	3.06
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	48	3.17	3.18	3.20	3.00	3.38	3.08	2.79	2.95
2	VAMC Albany, NY - 500	98	3.37	2.43	2.93	3.16	4.03	3.03	3.03	3.00
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	13	3.91	1.86	3.11	3.20	3.92	3.00	4.00	2.78
2	VAMC Syracuse, NY - 670	12	2.92	2.58	2.58	3.00	3.42	2.67	2.75	2.92
2	VAMC Bath, NY	9	2.33	2.00	2.33	2.89	3.44	2.88	2.63	3.00
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	43	3.13	2.69	2.73	2.91	3.42	3.15	3.12	2.71
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	133	3.08	2.82	3.16	3.01	3.85	2.84	3.13	3.21
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	121	3.09	2.53	2.45	2.83	3.11	2.77	2.69	2.55
3	VAMC Northport, NY - 632	22	3.57	3.00	3.00	3.11	3.70	3.44	3.58	3.00
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	57	3.29	2.69	2.92	2.93	3.72	3.23	3.03	3.00
4	VAM&ROC Wilmington, DE - 460	23	2.95	2.86	3.13	2.86	3.13	3.22	3.09	2.87
4	VAMC Altoona, PA - 503	69	4.23	3.84	3.95	4.00	4.43	3.95	4.13	4.05
4	VAMC Butler, PA - 529	10	3.22	3.00	3.13	3.63	3.00	3.50	3.63	2.78
4	VAMC Clarksburg, WV - 540	13	4.46	3.33	3.67	3.42	3.27	3.33	3.67	3.00
4	VAMC Coatesville - 542	93	3.14	2.19	2.54	2.67	4.07	2.60	2.53	2.29

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VISN	VA Facility - 2009 Name	Veteran Respondents N=	Education	Child care	Family Reconcilia- tion	Discharge Upgrade	Spiritual	Incarcerated Veterans	Elder Healthcare	Credit Counseling
4	VAMC Erie, PA - 562	17	3.60	3.07	3.75	3.38	4.41	3.50	3.54	3.07
4	VAMC Lebanon, PA - 595	26	3.06	3.42	3.36	3.36	3.69	3.08	3.18	3.06
4	VAMC Philadelphia, PA - 642	43	3.12	2.63	2.62	3.03	3.55	2.69	2.92	2.61
4	VAMC Wilkes-Barre, PA - 693	38	2.69	3.00	2.94	2.73	3.86	2.74	3.41	2.79
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	152	3.46	2.58	2.84	2.89	3.79	3.00	3.12	3.05
5	VAMC Martinsburg, WV - 613	22	3.77	3.59	3.17	3.21	4.43	3.40	4.10	3.43
5	VAMC Washington, DC - 688	116	2.89	2.46	2.43	2.66	3.18	2.55	2.75	2.70
6	VAMC Asheville, NC - 637	43	3.05	2.33	2.70	2.70	3.78	2.47	3.20	2.92
6	VAMC Beckley, WV - 517	6	3.33	3.50	3.25	2.60	2.50	3.25	3.80	2.50
6	VAMC Durham, NC - 558	72	3.13	2.90	3.00	3.17	3.16	2.95	2.78	2.70
6	VAMC Fayetteville, NC - 565	18	3.78	2.65	2.82	3.00	3.56	3.11	3.44	3.00
6	VAMC Hampton, VA - 590	90	3.02	2.29	2.51	2.81	3.45	2.56	2.86	2.59
6	VAMC Richmond, VA - 652	8	2.67	1.75	1.60	2.20	3.40	2.80	1.80	2.43
6	VAMC Salem, VA - 658	41	3.16	3.29	3.52	3.56	4.21	3.13	3.67	3.12
6	VAMC Salisbury, NC - 659	64	3.24	2.33	2.38	2.76	3.40	2.54	2.69	2.90
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	74	2.77	2.73	2.50	2.50	3.30	2.56	2.81	2.46
7	VAMC - Augusta, GA - 509	26	3.33	3.44	2.63	3.05	4.05	2.70	3.90	2.76
7	VAMC Atlanta, GA - 508 (Decatur, GA)	214	2.96	2.80	2.80	2.95	3.78	2.99	2.83	2.89
7	VAMC Birmingham, AL - 521	108	3.00	2.91	2.86	2.95	3.78	2.88	3.06	2.61
7	VAMC Charleston, SC - 534	112	3.95	2.73	3.00	3.00	3.90	2.95	3.24	2.89
7	VAMC Columbia, SC - 544	45	3.48	2.89	2.95	3.03	3.27	3.21	3.11	3.10
7	VAMC Dublin, GA - 557	59	3.36	2.46	2.73	3.08	4.16	2.73	3.03	2.29
7	VAMC Tuscaloosa, AL - 679	75	3.40	2.87	2.88	3.04	4.11	3.06	3.33	3.08
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	113	3.18	2.70	2.61	2.99	3.54	3.00	3.09	2.91
8	VAH Tampa, FL - 673	52	2.83	2.15	2.38	2.62	3.22	2.68	2.97	2.63
8	VAMC Bay Pines - 516	365	3.03	2.72	2.66	2.96	3.47	3.06	3.14	2.77
8	VAMC Miami, FL - 546	36	3.11	2.33	2.88	3.63	3.76	3.13	3.00	3.07
8	VAMC West Palm Beach, FL - 548	99	3.63	2.93	3.21	3.06	4.11	3.21	3.20	3.43

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8	VAMC San Juan, PR - 672	13	2.69	2.00	2.27	2.70	3.83	2.64	2.90	2.58
8	VAMC Orlando, FL-675	100	3.01	2.21	2.45	2.82	3.33	2.71	2.67	2.70
9	VAMC Huntington, WV - 581	21	4.12	2.67	2.75	4.08	3.88	3.92	4.10	3.60
9	VAMC Lexington, KY - 596	43	3.24	2.29	2.49	2.68	3.68	2.69	2.78	2.71
9	VAMC Louisville, KY - 603	125	3.41	2.76	2.96	3.09	3.53	2.85	3.16	2.96
9	VAMC Memphis, TN - 614	7	1.00	2.25	1.25	1.00	1.80	2.00	2.50	1.40
9	VAMC Mountain Home, TN - 621	61	3.50	2.95	2.71	2.93	4.11	3.45	3.09	3.08
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	67	2.95	2.51	2.44	2.74	3.77	3.09	2.81	2.63
10	VAMC Chillicothe, OH - 538	73	3.41	2.65	2.63	3.15	3.76	2.97	3.00	3.03
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	67	3.32	2.86	2.98	3.13	4.00	3.05	3.07	2.62
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	153	3.10	2.22	2.38	2.66	3.81	2.65	2.49	2.25
10	VAMC Dayton, OH - 552	17	3.27	2.58	2.55	3.00	4.20	3.17	2.80	3.71
10	VAOPC Columbus, OH - 757 (Grove City, OH)	30	2.46	1.96	2.31	2.44	3.38	2.74	2.71	2.36
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	46	3.50	2.48	2.81	3.07	3.94	3.20	3.22	2.70
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	30	3.32	3.05	3.09	3.09	3.48	3.09	3.57	3.05
11	VAMC Battle Creek, MI - 515	211	3.32	2.96	3.08	3.09	3.80	2.96	3.20	3.18
11	VAMC Danville, IL - 550	47	3.61	2.40	2.73	2.62	4.00	2.54	3.08	2.42
11	VAMC Detroit, MI - 553	38	3.79	2.78	3.03	3.17	3.86	3.33	3.19	3.38
11	VAMC Indianapolis - 583	13	2.90	1.75	2.50	2.75	3.92	2.40	2.78	1.89
11	VAMC Saginaw, MI - 655	20	3.17	2.31	2.27	3.00	3.89	2.57	3.27	2.87
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	129	3.43	2.74	2.77	2.93	3.58	3.01	3.09	2.73
12	VAH Madison, WI - 607	32	2.64	2.74	2.81	2.81	3.36	2.95	3.05	2.65
12	VAMC Iron Mountain, MI - 585	1	1.00	1.00	5.00	5.00	5.00	5.00	.	5.00
12	VAMC Milwaukee, WI - 695	318	2.95	2.57	2.50	2.93	3.47	2.73	2.96	2.63
12	VAMC North Chicago, IL - 556	43	2.58	2.64	2.51	2.93	3.95	2.83	3.33	2.43
12	VAMC Tomah, WI - 676	34	2.76	2.15	2.14	2.43	3.55	2.71	3.09	3.09

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Education	Child care	Family Reconcilia- tion	Discharge Upgrade	Spiritual	Incarcerated Veterans	Elder Healthcare	Credit Counseling
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	111	3.17	2.76	2.79	3.09	4.08	3.20	3.20	2.58
15	VAH Columbia, MO - 543	50	3.00	2.16	2.58	2.55	3.67	2.76	3.26	2.64
15	VAM&ROC Wichita, KS - 452	23	2.96	3.32	3.13	3.43	4.00	3.00	4.30	3.09
15	VAMC Kansas City, MO - 589	447	3.49	3.73	3.64	3.53	4.06	3.77	3.72	3.37
15	VAMC Marion, IL - 609	12	3.60	3.00	3.00	3.50	4.60	3.25	3.33	4.00
15	VAMC Poplar Bluff, MO - 647	5	2.00	2.50	1.75	2.00	3.00	2.75	1.75	2.00
15	VAMC St. Louis, MO - 657	89	3.29	2.86	2.92	2.67	3.41	2.91	3.16	2.86
15	VAMC Topeka - 677	31	3.39	2.83	3.26	3.54	3.75	3.38	3.29	2.92
16	VA Central Arkansas HCS - 598	51	3.72	3.38	3.30	3.52	4.04	3.59	3.61	3.38
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	29	2.58	2.45	2.10	2.65	3.52	2.45	3.00	2.86
16	VAMC Alexandria, LA - 502	53	3.77	3.03	3.24	3.46	4.28	3.31	3.42	3.10
16	VAMC Fayetteville, AR - 564	25	3.71	2.27	2.74	3.00	3.76	3.09	2.81	2.75
16	VAMC Houston, TX - 580	167	3.24	2.66	2.76	3.10	3.60	2.98	3.34	3.23
16	VAMC Jackson, MS - 586	67	2.98	2.88	2.72	2.97	3.84	2.81	3.17	3.02
16	VAMC New Orleans, LA - 629	76	3.21	2.58	2.95	2.84	3.91	2.62	2.74	2.44
16	VAMC Oklahoma City, OK - 635	54	2.81	2.02	2.11	2.57	3.52	2.67	2.76	2.37
16	VAMC Shreveport, LA - 667	41	3.27	3.14	3.28	2.86	4.05	3.11	2.96	2.87
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	42	3.15	2.61	2.82	3.00	3.56	3.11	3.24	2.82
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	37	3.03	2.52	3.00	2.78	3.81	2.48	3.09	2.88
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	465	2.93	2.39	2.54	2.96	3.85	2.92	3.14	2.90
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	14	2.89	3.00	2.89	2.78	4.09	2.91	2.80	3.60
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	72	2.95	2.38	2.79	2.89	3.52	2.85	2.89	2.48
18	El Paso VA HCS, TX - 756	32	3.68	2.30	2.58	2.72	2.97	2.77	3.00	2.40
18	VA New Mexico HCS - 501	15	2.86	2.00	2.31	2.25	2.54	2.17	2.58	2.58
18	VA Northern Arizona HCS - 649	59	2.81	2.22	2.35	2.55	3.72	2.28	2.51	2.24
18	VA Southern Arizona HCS - 678	132	2.99	2.57	2.39	2.77	3.18	2.69	2.69	2.33

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Education	Child care	Family Reconcilia- tion	Discharge Upgrade	Spiritual	Incarcerated Veterans	Elder Healthcare	Credit Counseling
18	VAMC Amarillo, TX - 504	33	3.00	2.63	2.37	2.32	3.90	2.75	2.96	2.48
18	VA West Texas HCS - 519	29	3.67	1.44	2.20	1.00	4.58	3.18	1.89	2.67
18	VAMC Phoenix, AZ - 644	770	3.63	4.22	4.06	3.85	4.25	4.04	4.10	3.79
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	71	3.43	2.95	3.07	3.12	3.76	3.09	3.56	3.29
19	VA Southern Colorado HCS, (Colorado Springs-567)	17	3.64	2.80	3.18	3.50	3.31	3.45	2.89	3.10
19	VAM&ROC Cheyenne, WY - 442	15	2.86	2.67	2.56	3.45	4.15	3.45	2.80	2.64
19	VA Eastern Colorado HCS (VAMC Denver - 554)	86	3.25	2.54	2.44	2.80	3.49	2.76	2.62	3.05
19	VAMC Grand Junction, CO - 575	6	3.33	1.00	1.00	5.00	3.67	5.00	1.00	3.00
19	VAMC Salt Lake City, UT - 660	58	2.98	2.80	2.96	2.93	3.28	2.93	3.04	2.88
19	VAMC Sheridan, WY - 666	59	2.53	1.98	2.00	2.57	3.82	2.37	2.85	1.94
20	VA Alaska HCS & RO - 463	60	3.42	2.41	2.53	2.78	3.65	2.89	2.39	3.12
20	VA DOM White City, OR - 692	212	3.66	3.70	3.58	3.65	4.25	3.82	3.76	3.66
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	133	2.81	2.58	2.54	2.71	3.22	2.64	3.01	2.64
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	68	2.96	2.69	2.70	2.76	3.15	2.67	2.76	2.65
20	VAMC Boise, ID - 531	25	2.74	2.20	2.33	2.50	3.26	2.68	3.00	2.57
20	VAMC Portland, OR - 648	46	3.19	2.76	2.78	3.08	3.31	3.16	3.30	3.10
20	VAMC Spokane, WA - 668	56	3.37	3.08	2.85	3.23	3.04	2.98	3.24	2.96
20	VAMC Walla Walla, WA - 687	35	2.96	2.40	2.82	2.94	3.38	2.70	3.00	2.41
21	VA Central California HCS, CA - 570	15	2.43	2.42	1.92	2.54	2.92	2.36	2.38	1.83
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	77	3.44	2.66	2.73	2.96	3.13	2.92	3.28	3.04
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	179	3.15	2.56	2.63	2.85	3.60	3.21	2.95	3.09
21	VA Sierra Nevada HCS, NV - 654	6	4.33	4.50	4.50	2.67	4.00	4.33	4.50	3.33
21	VAM&ROC Honolulu, HI - 459	49	3.11	2.86	2.82	3.05	3.53	3.18	3.00	2.88
21	VAMC San Francisco, CA - 662	59	3.40	2.20	2.55	2.79	3.47	2.54	2.87	3.20

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Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Education	Child care	Family Reconcilia- tion	Discharge Upgrade	Spiritual	Incarcerated Veterans	Elder Healthcare	Credit Counseling
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	351	3.33	2.44	2.79	2.91	3.77	3.17	2.85	2.82
22	VA Southern Nevada HCS - 593	192	3.37	3.15	3.20	3.29	3.44	3.31	3.36	3.23
22	VAMC Loma Linda, CA - 605	146	2.92	2.25	2.62	2.67	3.48	2.92	3.10	2.39
22	VAMC Long Beach, CA - 600	98	2.97	2.63	2.43	2.63	3.18	2.83	3.01	2.59
22	VAMC San Diego, CA - 664	241	3.15	2.54	2.58	2.67	3.39	2.79	2.91	2.76
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	16	2.67	1.93	2.19	2.53	3.94	2.21	3.00	2.38
23	VAH&ROC Sioux Falls, SD - 438	15	3.69	3.33	3.38	3.62	4.21	3.38	3.23	3.54
23	VAM&ROC Fargo, ND - 437	25	2.68	2.26	2.61	3.05	3.14	2.80	2.58	2.71
23	VAMC Minneapolis, MN - 618, and Superior, WI	14	3.79	2.86	3.14	3.57	3.64	2.77	3.57	3.43
23	VAMC St. Cloud, MN - 656	29	3.15	2.52	2.33	2.96	3.79	2.86	3.00	2.76
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	31	2.94	2.75	2.52	2.79	3.00	2.86	2.97	2.63
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	54	3.64	3.31	3.06	3.66	4.23	3.65	3.77	3.47
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	52	3.16	2.84	3.20	3.24	3.86	2.97	3.33	3.00
23	VAMC Iowa City, IA - 584	97	3.6	2.92	3.08	3.1	3.64	3.29	3.3	2.94

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Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Legal Child Support	Legal Warrants/ Fines	Social Network
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	101	3.07	3.16	3.75
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	116	2.63	2.78	3.39
1	VAM&ROC Togus, ME - 402	29	3.29	3.74	3.50
1	VAM&ROC White River Junction, VT - 405	0	.	.	.
1	VAMC Manchester, NH - 608	13	2.89	2.11	2.20
1	VAMC Northampton, MA - 631 (Leeds)	48	2.79	3.10	3.55
1	VAMC Providence, RI - 650, Bristol, RI	33	2.54	2.97	3.64
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	48	2.91	2.82	2.85
2	VAMC Albany, NY - 500	98	3.27	2.84	3.79
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	13	2.30	3.00	4.10
2	VAMC Syracuse, NY - 670	12	2.58	2.83	3.58
2	VAMC Bath, NY	9	2.78	2.33	3.11
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	43	2.73	2.67	3.32
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	133	3.00	2.98	3.39
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	121	2.35	2.45	2.92
3	VAMC Northport, NY - 632	22	3.16	3.32	3.57
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	57	2.79	3.06	3.40
4	VAM&ROC Wilmington, DE - 460	23	2.43	2.86	2.82
4	VAMC Altoona, PA - 503	69	3.73	4.24	4.09
4	VAMC Butler, PA - 529	10	3.00	3.00	3.25
4	VAMC Clarksburg, WV - 540	13	3.33	3.36	3.42
4	VAMC Coatesville - 542	93	2.32	2.38	3.20

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Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Legal Child Support	Legal Warrants/ Fines	Social Network
4	VAMC Erie, PA - 562	17	3.40	3.21	3.53
4	VAMC Lebanon, PA - 595	26	3.25	3.43	3.87
4	VAMC Philadelphia, PA - 642	43	2.93	2.77	3.10
4	VAMC Wilkes-Barre, PA - 693	38	2.63	2.23	3.06
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	152	2.78	2.86	3.58
5	VAMC Martinsburg, WV - 613	22	3.47	3.33	4.18
5	VAMC Washington, DC - 688	116	2.35	2.37	2.61
6	VAMC Asheville, NC - 637	43	2.31	2.41	3.06
6	VAMC Beckley, WV - 517	6	3.75	3.00	3.17
6	VAMC Durham, NC - 558	72	2.56	2.72	3.14
6	VAMC Fayetteville, NC - 565	18	3.17	3.17	3.39
6	VAMC Hampton, VA - 590	90	2.39	2.32	2.82
6	VAMC Richmond, VA - 652	8	1.50	1.50	3.29
6	VAMC Salem, VA - 658	41	2.67	3.08	3.58
6	VAMC Salisbury, NC - 659	64	2.33	2.50	3.03
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	74	2.53	2.46	2.49
7	VAMC - Augusta, GA - 509	26	2.67	2.74	3.43
7	VAMC Atlanta, GA - 508 (Decatur, GA)	214	2.77	2.79	3.35
7	VAMC Birmingham, AL - 521	108	2.74	2.76	2.99
7	VAMC Charleston, SC - 534	112	2.93	2.93	3.42
7	VAMC Columbia, SC - 544	45	3.18	2.74	3.33
7	VAMC Dublin, GA - 557	59	2.41	2.74	3.11
7	VAMC Tuscaloosa, AL - 679	75	2.76	2.92	3.39
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	113	2.79	2.67	3.30
8	VAH Tampa, FL - 673	52	2.40	2.39	2.95
8	VAMC Bay Pines - 516	365	2.79	2.85	2.93
8	VAMC Miami, FL - 546	36	2.36	2.96	3.42
8	VAMC West Palm Beach, FL - 548	99	3.23	3.19	3.83

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VISN	VA Facility - 2009 Name	Veteran Respondents N=	Legal Child Support	Legal Warrants/ Fines	Social Network
8	VAMC San Juan, PR - 672	13	1.70	2.42	2.75
8	VAMC Orlando, FL-675	100	2.40	2.56	2.76
9	VAMC Huntington, WV - 581	21	3.27	2.92	3.69
9	VAMC Lexington, KY - 596	43	2.49	2.23	3.17
9	VAMC Louisville, KY - 603	125	2.88	2.82	3.24
9	VAMC Memphis, TN - 614	7	1.50	2.25	1.83
9	VAMC Mountain Home, TN - 621	61	2.85	3.42	3.43
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	67	2.78	2.94	3.31
10	VAMC Chillicothe, OH - 538	73	2.63	2.68	3.30
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	67	2.83	2.62	3.37
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	153	2.32	2.49	2.92
10	VAMC Dayton, OH - 552	17	3.58	3.15	3.76
10	VAOPC Columbus, OH - 757 (Grove City, OH)	30	1.88	2.48	2.70
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	46	2.62	2.88	3.61
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	30	2.81	2.55	3.26
11	VAMC Battle Creek, MI - 515	211	3.00	3.06	3.14
11	VAMC Danville, IL - 550	47	2.41	2.39	3.10
11	VAMC Detroit, MI - 553	38	3.22	3.72	3.68
11	VAMC Indianapolis - 583	13	1.56	1.50	3.00
11	VAMC Saginaw, MI - 655	20	1.71	2.25	2.87
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	129	2.88	2.93	3.46
12	VAH Madison, WI - 607	32	2.86	3.05	3.46
12	VAMC Iron Mountain, MI - 585	1	1.00	1.00	5.00
12	VAMC Milwaukee, WI - 695	318	2.50	2.56	3.06
12	VAMC North Chicago, IL - 556	43	2.60	2.53	3.29
12	VAMC Tomah, WI - 676	34	2.24	2.70	2.62

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VISN	VA Facility - 2009 Name	Veteran Respondents N=	Legal Child Support	Legal Warrants/ Fines	Social Network
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	111	2.50	2.85	3.18
15	VAH Columbia, MO - 543	50	2.44	2.24	3.24
15	VAM&ROC Wichita, KS - 452	23	3.09	3.00	2.74
15	VAMC Kansas City, MO - 589	447	3.49	3.37	3.49
15	VAMC Marion, IL - 609	12	3.00	3.25	3.71
15	VAMC Poplar Bluff, MO - 647	5	1.75	1.75	2.00
15	VAMC St. Louis, MO - 657	89	2.96	3.14	3.13
15	VAMC Topeka - 677	31	2.85	3.23	3.52
16	VA Central Arkansas HCS - 598	51	3.47	3.59	3.51
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	29	2.64	2.54	2.88
16	VAMC Alexandria, LA - 502	53	3.08	3.06	3.76
16	VAMC Fayetteville, AR - 564	25	2.17	2.50	3.04
16	VAMC Houston, TX - 580	167	2.73	3.18	3.11
16	VAMC Jackson, MS - 586	67	2.76	2.77	3.32
16	VAMC New Orleans, LA - 629	76	2.61	2.62	3.83
16	VAMC Oklahoma City, OK - 635	54	2.15	2.04	2.92
16	VAMC Shreveport, LA - 667	41	3.07	2.97	3.78
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	42	2.67	2.74	3.08
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	37	2.46	2.69	3.48
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	465	2.40	2.79	3.16
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	14	2.70	2.64	3.40
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	72	2.42	2.60	2.87
18	El Paso VA HCS, TX - 756	32	2.52	2.69	3.47
18	VA New Mexico HCS - 501	15	2.75	2.58	2.62
18	VA Northern Arizona HCS - 649	59	2.33	2.63	3.04
18	VA Southern Arizona HCS - 678	132	2.45	2.40	3.09

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VISN	VA Facility - 2009 Name	Veteran Respondents N=	Legal Child Support	Legal Warrants/ Fines	Social Network
18	VAMC Amarillo, TX - 504	33	2.24	2.48	3.23
18	VA West Texas HCS - 519	29	2.45	2.20	2.54
18	VAMC Phoenix, AZ - 644	770	3.85	3.13	3.80
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	71	3.17	3.02	3.12
19	VA Southern Colorado HCS, (Colorado Springs-567)	17	2.90	2.92	3.38
19	VAM&ROC Cheyenne, WY - 442	15	2.14	2.93	3.71
19	VA Eastern Colorado HCS (VAMC Denver - 554)	86	2.49	2.49	3.09
19	VAMC Grand Junction, CO - 575	6	1.00	3.00	3.00
19	VAMC Salt Lake City, UT - 660	58	2.53	2.72	3.19
19	VAMC Sheridan, WY - 666	59	1.83	2.15	2.88
20	VA Alaska HCS & RO - 463	60	3.04	2.80	3.46
20	VA DOM White City, OR - 692	212	3.50	3.23	3.82
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	133	2.54	2.49	2.72
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	68	2.73	2.64	2.84
20	VAMC Boise, ID - 531	25	1.95	2.38	2.65
20	VAMC Portland, OR - 648	46	2.85	2.95	3.64
20	VAMC Spokane, WA - 668	56	2.81	2.52	3.04
20	VAMC Walla Walla, WA - 687	35	1.89	2.20	3.21
21	VA Central California HCS, CA - 570	15	2.42	2.67	2.58
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	77	2.97	2.89	3.16
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	179	2.73	2.91	3.39
21	VA Sierra Nevada HCS, NV - 654	6	4.67	4.50	4.00
21	VAM&ROC Honolulu, HI - 459	49	3.00	3.20	3.39
21	VAMC San Francisco, CA - 662	59	2.62	2.91	2.98

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Appendix 1: 2009 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

VISN	VA Facility - 2009 Name	Veteran Respondents N=	Legal Child Support	Legal Warrants/ Fines	Social Network
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	351	2.86	3.23	3.46
22	VA Southern Nevada HCS - 593	192	3.11	3.22	3.26
22	VAMC Loma Linda, CA - 605	146	2.44	2.77	3.11
22	VAMC Long Beach, CA - 600	98	2.69	2.70	2.88
22	VAMC San Diego, CA - 664	241	2.70	3.08	3.14
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	16	2.50	2.81	3.13
23	VAH&ROC Sioux Falls, SD - 438	15	3.38	3.31	3.47
23	VAM&ROC Fargo, ND - 437	25	2.22	2.65	2.90
23	VAMC Minneapolis, MN - 618, and Superior, WI	14	3.00	3.43	3.86
23	VAMC St. Cloud, MN - 656	29	2.45	2.55	3.44
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	31	2.83	2.75	3.43
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	54	2.94	3.10	3.72
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	52	2.92	2.90	3.12
23	VAMC Iowa City, IA - 584	97	2.95	3.14	3.39

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional Housing	Permanent Housing	Detox	Substance Abuse Treatment
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	62	3.46	3.80	3.95	3.75	3.66	3.42	3.63	3.72
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	123	3.18	3.45	3.29	3.09	2.77	2.25	3.27	3.35
1	VAM&ROC Togus, ME - 402	27	2.96	3.30	3.19	3.26	2.56	2.37	3.07	2.96
1	VAM&ROC White River Junction, VT - 405	9	3.78	3.89	3.78	3.33	3.56	2.89	3.44	3.67
1	VAMC Manchester, NH - 608	23	3.13	3.22	3.22	3.19	2.91	2.77	2.59	3.00
1	VAMC Northampton, MA - 631 (Leeds)	25	3.23	3.70	3.65	3.56	3.35	2.67	2.68	3.00
1	VAMC Providence, RI - 650, Bristol, RI	19	3.42	3.53	3.63	2.53	3.21	2.42	3.50	3.74
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	72	3.02	3.52	3.29	2.69	2.55	2.53	3.06	3.21
2	VAMC Albany, NY - 500	52	3.35	3.63	3.48	2.86	3.18	2.60	3.30	3.78
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	36	3.40	3.77	3.60	3.39	3.32	2.67	3.27	3.83
2	VAMC Syracuse, NY - 670	52	3.40	3.86	3.80	3.06	2.84	2.69	3.14	3.53
2	VAMC Bath, NY	13	2.38	3.11	3.11	2.56	2.80	1.90	3.78	3.56
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	31	3.78	3.83	3.89	3.23	3.43	3.07	3.60	3.97
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	54	3.45	3.67	3.71	3.31	3.28	2.83	3.60	3.83
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	65	3.09	3.48	3.40	3.46	3.03	2.60	3.18	3.28
3	VAMC Northport, NY - 632	52	3.36	3.66	3.68	3.85	3.69	3.22	3.53	3.78
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	62	3.45	3.64	3.49	3.29	3.23	2.93	3.26	3.72
4	VAM&ROC Wilmington, DE - 460	13	4.25	4.50	4.45	3.92	2.92	2.25	3.83	3.83
4	VAMC Altoona, PA - 503	59	3.47	3.69	3.68	2.77	2.28	2.40	3.27	3.53
4	VAMC Butler, PA - 529	29	3.67	3.96	4.00	3.26	3.69	3.69	3.44	3.96
4	VAMC Clarksburg, WV - 540	44	3.24	3.76	3.59	3.39	2.88	2.83	3.23	3.48
4	VAMC Coatesville - 542	23	4.05	4.19	4.24	3.25	3.43	2.95	4.19	4.29

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional Housing	Permanent Housing	Detox	Substance Abuse Treatment
4	VAMC Erie, PA - 562	37	3.36	3.92	3.72	3.58	3.28	3.14	3.58	3.68
4	VAMC Lebanon, PA - 595	28	3.33	3.88	3.60	2.73	3.31	2.73	3.81	3.85
4	VAMC Philadelphia, PA - 642	58	3.29	3.52	3.31	2.94	2.96	2.50	3.47	3.66
4	VAMC Wilkes-Barre, PA - 693	93	3.43	3.73	3.67	3.40	3.22	2.58	3.74	3.84
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	28	3.38	3.67	3.50	3.16	2.87	2.38	3.33	3.35
5	VAMC Martinsburg, WV - 613	21	2.95	3.48	3.29	2.43	2.48	1.90	2.76	2.95
5	VAMC Washington, DC - 688	123	2.78	3.31	3.19	2.38	2.22	2.05	2.97	3.00
6	VAMC Asheville, NC - 637	29	3.75	3.71	3.96	2.68	2.93	2.55	3.14	3.48
6	VAMC Beckley, WV - 517	19	3.38	3.56	3.39	3.50	3.22	2.28	3.06	3.33
6	VAMC Durham, NC - 558	50	3.04	3.20	3.16	2.70	2.68	2.60	2.89	2.91
6	VAMC Fayetteville, NC - 565	42	2.90	3.39	3.25	2.63	2.37	2.00	2.39	2.39
6	VAMC Hampton, VA - 590	88	3.16	3.44	3.42	2.63	2.69	2.48	3.46	3.66
6	VAMC Richmond, VA - 652	28	2.29	2.39	2.77	1.72	1.69	1.50	2.65	2.80
6	VAMC Salem, VA - 658	30	3.41	3.62	3.48	3.66	3.07	2.62	3.10	3.14
6	VAMC Salisbury, NC - 659	62	3.30	3.62	3.60	3.18	2.63	2.47	3.24	3.56
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	0
7	VAMC - Augusta, GA - 509	31	3.53	3.70	3.53	2.57	2.47	2.17	3.30	3.50
7	VAMC Atlanta, GA - 508 (Decatur, GA)	17	3.71	3.53	3.35	2.76	3.06	3.12	3.12	3.53
7	VAMC Birmingham, AL - 521	24	2.95	3.48	3.18	2.86	2.87	2.45	2.86	3.35
7	VAMC Charleston, SC - 534	56	3.78	3.72	3.80	3.30	3.44	3.24	3.57	3.85
7	VAMC Columbia, SC - 544	39	2.87	3.23	3.13	2.49	2.51	2.15	2.87	3.00
7	VAMC Dublin, GA - 557	42	3.44	3.61	3.44	2.95	2.50	2.46	3.27	3.33
7	VAMC Tuscaloosa, AL - 679	27	3.92	4.15	4.23	3.92	3.50	3.12	3.69	4.19
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	60	3.45	3.59	3.48	2.43	2.80	2.57	3.10	3.08
8	VAH Tampa, FL - 673	39	2.97	2.71	2.85	2.27	2.69	2.24	2.97	3.27
8	VAMC Bay Pines - 516	110	3.20	3.35	3.37	2.64	2.67	2.24	2.78	3.17
8	VAMC Miami, FL - 546	46	3.05	3.18	3.15	3.02	2.83	2.37	2.81	2.95
8	VAMC West Palm Beach, FL - 548	37	3.64	3.45	3.64	2.53	2.86	2.63	3.48	3.45

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional Housing	Permanent Housing	Detox	Substance Abuse Treatment
8	VAMC San Juan, PR - 672	14	3.63	3.56	3.50	3.63	3.38	2.75	3.22	3.50
8	VAMC Orlando, FL-675	38	3.15	3.65	3.26	2.74	3.09	2.60	3.03	3.31
9	VAMC Huntington, WV - 581	31	3.55	4.00	3.87	3.74	2.90	3.37	2.97	3.16
9	VAMC Lexington, KY - 596	17	3.50	4.12	3.71	3.53	3.82	3.12	3.53	3.82
9	VAMC Louisville, KY - 603	93	3.48	3.95	3.60	3.65	3.25	2.78	3.40	3.62
9	VAMC Memphis, TN - 614	10	3.00	3.22	3.22	2.67	3.22	2.33	2.89	3.89
9	VAMC Mountain Home, TN - 621	8	3.75	4.25	4.13	3.88	3.50	3.00	2.63	3.38
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	42	3.51	3.83	3.64	3.10	3.50	3.03	3.62	3.71
10	VAMC Chillicothe, OH - 538	102	3.07	3.52	3.44	2.71	2.48	2.59	3.28	3.48
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	44	3.27	3.73	3.52	3.05	2.98	2.66	3.27	3.59
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	31	3.73	4.23	3.93	3.55	3.70	3.03	2.93	3.53
10	VAMC Dayton, OH - 552	14	3.44	3.89	4.00	3.89	3.33	2.78	3.56	3.44
10	VAOPC Columbus, OH - 757 (Grove City, OH)	31	3.38	3.83	3.69	3.37	3.30	3.13	3.87	3.77
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	30	3.45	3.72	3.68	3.57	3.07	2.93	3.41	3.66
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	37	3.32	3.68	3.52	3.39	2.65	2.48	2.97	3.45
11	VAMC Battle Creek, MI - 515	32	3.29	4.00	3.63	3.38	3.17	2.83	3.00	3.50
11	VAMC Danville, IL - 550	56	3.65	4.06	3.79	3.31	2.71	2.59	3.04	3.20
11	VAMC Detroit, MI - 553	43	2.88	3.24	3.05	2.78	2.79	2.28	2.84	3.02
11	VAMC Indianapolis - 583	28	3.43	3.64	3.43	2.75	3.39	3.04	2.57	3.36
11	VAMC Saginaw, MI - 655	42	3.25	3.50	3.48	3.60	3.03	3.05	3.56	3.70
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	23	3.55	3.36	3.50	2.86	2.82	2.45	3.55	3.95
12	VAH Madison, WI - 607	46	3.55	4.07	3.88	3.51	3.33	2.52	2.93	3.23
12	VAMC Iron Mountain, MI - 585	16	3.31	3.69	3.62	2.71	2.36	2.29	3.31	3.38
12	VAMC Milwaukee, WI - 695	186	3.34	3.69	3.71	3.26	3.09	2.87	3.49	3.50
12	VAMC North Chicago, IL - 556	18	3.40	3.24	3.29	2.35	2.65	2.29	2.76	2.82
12	VAMC Tomah, WI - 676	13	3.92	3.85	3.85	2.75	3.23	3.00	3.69	3.92

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional Housing	Permanent Housing	Detox	Substance Abuse Treatment
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	31	3.46	3.83	3.90	2.38	2.66	2.93	3.46	3.68
15	VAH Columbia, MO - 543	123	3.25	3.35	3.45	2.00	2.61	2.53	3.37	3.43
15	VAM&ROC Wichita, KS - 452	44	3.56	3.93	3.91	3.51	2.86	2.83	3.29	3.45
15	VAMC Kansas City, MO - 589	20	3.11	3.61	3.39	3.28	3.17	2.56	3.67	3.83
15	VAMC Marion, IL - 609	23	3.68	3.74	3.70	3.09	2.32	2.00	2.43	2.90
15	VAMC Poplar Bluff, MO - 647	32	3.43	3.93	3.67	3.58	3.39	2.84	3.71	3.73
15	VAMC St. Louis, MO - 657	0
15	VAMC Topeka - 677	23	3.52	3.59	3.95	3.45	3.24	3.27	3.68	3.91
16	VA Central Arkansas HCS - 598	30	3.78	4.37	4.15	3.62	3.69	3.56	3.50	3.54
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	28	3.54	3.73	3.46	3.11	2.48	2.04	2.77	3.31
16	VAMC Alexandria, LA - 502	69	3.45	3.78	3.54	2.90	3.14	2.65	3.09	3.31
16	VAMC Fayetteville, AR - 564	28	3.54	3.77	3.81	3.22	3.31	2.85	3.52	3.38
16	VAMC Houston, TX - 580	21	3.45	3.71	3.76	3.52	3.60	3.60	3.25	3.76
16	VAMC Jackson, MS - 586	15	3.93	4.00	3.86	3.46	4.15	3.62	4.08	4.25
16	VAMC New Orleans, LA - 629	32	3.37	3.45	3.23	2.83	3.19	2.94	3.13	3.50
16	VAMC Oklahoma City, OK - 635	39	3.23	3.59	3.54	3.28	3.13	2.87	3.13	2.97
16	VAMC Shreveport, LA - 667	57	3.23	3.38	3.23	3.12	2.83	2.91	3.40	3.54
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	29	3.24	3.59	3.62	3.72	3.48	2.90	2.96	3.14
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	35	3.29	3.77	3.46	2.83	2.51	2.32	2.97	3.14
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	93	3.41	3.74	3.50	3.42	2.92	2.90	3.08	3.38
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	24	3.38	3.54	3.50	2.92	2.71	2.08	3.29	3.50
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	88	3.07	3.52	3.38	3.09	3.17	2.68	3.13	3.13
18	El Paso VA HCS, TX - 756	30	3.52	3.82	3.71	3.82	3.71	3.19	3.07	3.27
18	VA New Mexico HCS - 501	11	3.45	3.36	3.27	2.36	2.18	1.64	2.36	2.55
18	VA Northern Arizona HCS - 649	43	3.29	3.64	3.39	2.83	3.22	2.54	3.31	3.68
18	VA Southern Arizona HCS - 678	81	3.71	3.86	3.96	3.22	3.44	3.00	3.71	3.90

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional Housing	Permanent Housing	Detox	Substance Abuse Treatment
18	VAMC Amarillo, TX - 504	10	3.78	3.78	3.89	3.56	3.00	2.44	2.22	2.33
18	VA West Texas HCS - 519	18	3.67	3.80	3.73	3.67	2.73	2.93	3.93	4.20
18	VAMC Phoenix, AZ - 644	67	3.34	3.37	3.34	3.22	3.27	2.84	3.41	3.52
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	0
19	VA Southern Colorado HCS, (Colorado Springs-567)	28	3.07	3.54	3.46	2.50	2.64	2.37	2.14	2.39
19	VAM&ROC Cheyenne, WY - 442	68	3.22	3.62	3.63	3.27	2.90	2.66	3.23	3.40
19	VA Eastern Colorado HCS (VAMC Denver - 554)	14	3.62	4.00	3.93	2.79	3.36	2.36	3.71	3.64
19	VAMC Grand Junction, CO - 575	22	3.05	3.57	3.85	2.86	2.35	2.25	3.26	3.37
19	VAMC Salt Lake City, UT - 660	21	3.65	3.95	3.75	3.20	3.40	3.20	3.35	3.45
19	VAMC Sheridan, WY - 666	14	4.00	4.54	4.38	4.46	3.62	3.31	4.00	4.14
20	VA Alaska HCS & RO - 463	22	2.32	2.68	2.79	2.47	2.56	2.16	2.30	2.80
20	VA DOM White City, OR - 692	31	3.38	3.63	3.63	3.00	3.20	2.96	2.78	3.69
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	49	3.00	3.30	3.09	2.69	2.57	2.52	2.67	3.20
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	63	2.50	3.00	2.88	2.14	2.19	1.83	2.31	2.44
20	VAMC Boise, ID - 531	23	3.24	3.18	3.27	2.86	2.68	2.27	2.48	2.71
20	VAMC Portland, OR - 648	34	2.61	3.25	3.29	2.03	2.68	2.56	2.53	3.58
20	VAMC Spokane, WA - 668	42	3.63	3.82	3.82	2.93	3.15	2.95	3.43	3.82
20	VAMC Walla Walla, WA - 687	33	2.45	2.97	2.75	2.31	2.13	1.76	2.28	2.97
21	VA Central California HCS, CA - 570	0
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	0
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	64	3.24	3.52	3.38	2.73	2.66	2.12	2.62	3.14
21	VA Sierra Nevada HCS, NV - 654	20	3.21	3.63	3.79	3.16	2.95	2.79	3.42	3.68
21	VAM&ROC Honolulu, HI - 459	89	3.09	3.47	3.32	2.86	2.84	2.41	3.10	3.36
21	VAMC San Francisco, CA - 662	35	3.21	3.44	3.35	2.21	2.55	2.12	2.56	2.91

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional Housing	Permanent Housing	Detox	Substance Abuse Treatment
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	68	3.71	3.88	3.76	3.48	3.56	3.18	3.77	3.92
22	VA Southern Nevada HCS - 593	149	3.05	3.15	3.09	2.80	3.07	2.84	2.95	2.96
22	VAMC Loma Linda, CA - 605	44	2.73	2.91	2.86	2.43	2.36	2.36	2.82	3.02
22	VAMC Long Beach, CA - 600	40	3.22	3.39	3.39	2.70	2.97	2.73	3.03	3.62
22	VAMC San Diego, CA - 664	43	3.33	3.78	3.38	2.70	3.10	2.13	3.28	3.82
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	12	3.58	3.83	3.42	3.83	3.00	2.45	3.33	2.75
23	VAH&ROC Sioux Falls, SD - 438	62	3.08	3.68	3.37	3.02	2.45	2.35	3.09	3.15
23	VAM&ROC Fargo, ND - 437	66	3.47	3.91	3.83	3.60	3.28	3.36	3.80	3.57
23	VAMC Minneapolis, MN - 618, and Superior, WI	23	3.61	3.96	3.87	3.30	3.35	2.96	3.83	3.83
23	VAMC St. Cloud, MN - 656	20	3.00	3.75	3.50	2.75	2.85	2.25	3.53	3.65
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	14	2.71	3.71	3.64	3.50	3.14	2.71	3.00	3.07
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	51	3.33	3.74	3.79	3.09	3.05	2.69	3.50	3.69
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	25	2.91	3.22	3.05	3.43	3.08	2.57	3.35	3.39
23	VAMC Iowa City, IA - 584	124	3.32	3.68	3.62	3.18	2.91	2.53	3.11	3.29

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Emotional/ Psychiatric Services	Dual Diagnosis Treatment	Family Counseling	Medical Services	Women's Health Care	Help With Medication	Drop-in Center	AIDS/HIV Testing/ Counseling
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	62	3.82	3.68	2.88	4.04	3.54	3.63	3.17	3.70
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	123	3.30	3.26	2.72	3.53	3.05	3.12	3.07	3.28
1	VAM&ROC Togus, ME - 402	27	3.04	2.67	2.78	3.37	3.19	2.92	2.63	3.08
1	VAM&ROC White River Junction, VT - 405	9	4.22	3.67	3.22	4.00	3.44	3.56	3.67	3.67
1	VAMC Manchester, NH - 608	23	3.43	3.00	2.82	3.86	3.61	3.45	2.14	3.35
1	VAMC Northampton, MA - 631 (Leeds)	25	3.26	2.83	2.39	3.72	3.00	2.91	2.75	3.30
1	VAMC Providence, RI - 650, Bristol, RI	19	3.74	3.63	2.95	4.00	3.68	3.37	3.11	3.53
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	72	3.09	2.78	2.90	3.59	3.27	2.98	2.78	3.23
2	VAMC Albany, NY - 500	52	3.72	3.38	2.89	4.08	3.22	3.55	3.10	3.50
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	36	3.81	3.37	2.97	4.07	3.37	3.60	3.13	3.72
2	VAMC Syracuse, NY - 670	52	3.18	3.16	2.92	3.61	3.20	3.22	3.08	3.33
2	VAMC Bath, NY	13	3.33	3.11	2.78	3.78	3.43	3.75	3.11	3.13
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	31	3.83	3.45	2.97	4.40	3.89	4.03	3.10	4.14
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	54	3.56	3.50	3.25	3.85	3.49	3.53	3.33	3.65
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	65	3.31	3.16	2.76	3.69	3.16	3.30	2.96	3.62
3	VAMC Northport, NY - 632	52	3.65	3.57	2.96	4.35	4.05	3.65	3.18	4.05
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	62	3.68	3.44	3.16	4.05	3.56	3.74	3.30	3.56
4	VAM&ROC Wilmington, DE - 460	13	4.00	3.83	3.42	4.25	4.18	4.17	3.75	4.25
4	VAMC Altoona, PA - 503	59	3.78	3.59	3.45	3.77	3.80	3.58	2.81	3.61
4	VAMC Butler, PA - 529	29	4.00	3.62	3.48	4.12	3.48	3.92	3.32	3.80
4	VAMC Clarksburg, WV - 540	44	3.56	3.14	3.10	3.88	3.53	3.55	3.02	3.51
4	VAMC Coatesville - 542	23	4.19	4.05	3.29	4.43	4.20	4.30	3.75	4.40

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Emotional/ Psychiatric Services	Dual Diagnosis Treatment	Family Counseling	Medical Services	Women's Health Care	Help With Medication	Drop-in Center	AIDS/HIV Testing/ Counseling
4	VAMC Erie, PA - 562	37	3.86	3.89	3.60	4.09	3.86	3.71	3.74	3.67
4	VAMC Lebanon, PA - 595	28	3.77	3.62	3.27	3.65	3.69	3.38	3.54	3.73
4	VAMC Philadelphia, PA - 642	58	3.57	3.40	2.64	3.92	3.43	3.49	3.02	3.38
4	VAMC Wilkes-Barre, PA - 693	93	3.72	3.49	3.24	3.94	3.42	3.51	3.12	3.77
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	28	2.92	2.67	2.13	3.52	2.48	2.87	2.92	3.54
5	VAMC Martinsburg, WV - 613	21	3.14	2.86	2.71	3.57	3.19	3.29	2.57	3.75
5	VAMC Washington, DC - 688	123	2.88	2.69	2.55	3.41	2.90	3.00	2.77	3.08
6	VAMC Asheville, NC - 637	29	3.15	2.89	2.93	3.29	3.04	3.08	2.43	3.67
6	VAMC Beckley, WV - 517	19	3.44	3.22	2.61	3.78	3.17	3.44	2.82	2.78
6	VAMC Durham, NC - 558	50	2.70	2.66	2.32	3.19	2.79	2.79	2.20	2.94
6	VAMC Fayetteville, NC - 565	42	2.63	2.50	2.41	3.15	2.72	2.66	2.13	2.79
6	VAMC Hampton, VA - 590	88	3.60	3.58	3.04	3.69	3.31	3.62	2.75	3.59
6	VAMC Richmond, VA - 652	28	3.10	2.74	2.00	3.43	2.60	2.95	2.24	2.79
6	VAMC Salem, VA - 658	30	3.72	3.50	2.81	3.79	3.48	3.71	3.52	3.61
6	VAMC Salisbury, NC - 659	62	3.37	3.18	2.72	3.71	3.02	3.23	2.53	3.52
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	0
7	VAMC - Augusta, GA - 509	31	3.47	3.43	2.63	3.80	3.43	3.53	2.53	3.70
7	VAMC Atlanta, GA - 508 (Decatur, GA)	17	3.53	3.24	2.88	3.71	3.65	3.47	2.71	3.88
7	VAMC Birmingham, AL - 521	24	3.00	3.00	2.90	3.65	3.33	3.27	2.59	3.68
7	VAMC Charleston, SC - 534	56	3.91	3.76	3.30	4.02	3.83	3.96	3.69	3.89
7	VAMC Columbia, SC - 544	39	2.89	2.71	2.62	3.18	2.84	3.00	2.46	3.03
7	VAMC Dublin, GA - 557	42	3.39	3.25	2.80	3.59	3.36	3.33	2.23	3.28
7	VAMC Tuscaloosa, AL - 679	27	4.31	4.19	3.08	4.42	3.85	4.12	2.92	4.15
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	60	3.28	3.05	3.02	3.68	3.28	3.51	2.69	3.56
8	VAH Tampa, FL - 673	39	3.32	3.27	2.71	3.42	3.42	3.29	2.59	3.25
8	VAMC Bay Pines - 516	110	3.26	3.02	2.80	3.75	3.39	3.28	2.87	3.44
8	VAMC Miami, FL - 546	46	3.02	2.90	2.83	3.53	3.16	3.27	3.03	3.51
8	VAMC West Palm Beach, FL - 548	37	3.59	3.57	3.00	4.04	3.56	3.79	2.96	3.90

5 point scale: 1= unmet need ... 5 = met need

Appendix 2-8

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Emotional/ Psychiatric Services	Dual Diagnosis Treatment	Family Counseling	Medical Services	Women's Health Care	Help With Medication	Drop-in Center	AIDS/HIV Testing/ Counseling
8	VAMC San Juan, PR - 672	14	4.13	3.25	3.25	4.11	3.63	3.88	3.13	3.38
8	VAMC Orlando, FL-675	38	3.20	3.18	2.66	3.66	3.17	3.31	2.47	3.46
9	VAMC Huntington, WV - 581	31	3.53	3.32	2.81	3.52	3.13	3.03	3.50	3.33
9	VAMC Lexington, KY - 596	17	3.24	3.18	3.00	3.88	3.18	3.47	2.82	3.35
9	VAMC Louisville, KY - 603	93	3.67	3.29	3.22	3.88	3.38	3.56	3.20	3.79
9	VAMC Memphis, TN - 614	10	3.25	3.33	3.22	3.44	3.11	3.22	3.33	3.56
9	VAMC Mountain Home, TN - 621	8	3.63	3.25	2.88	3.88	3.13	3.88	3.38	3.63
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	42	3.71	3.49	2.98	3.85	3.79	3.62	3.07	3.60
10	VAMC Chillicothe, OH - 538	102	3.54	3.45	2.98	3.57	3.16	3.41	2.47	3.20
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	44	3.55	3.43	2.67	3.70	3.30	3.55	3.18	3.68
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	31	3.57	3.25	3.00	3.93	3.55	3.50	3.14	3.47
10	VAMC Dayton, OH - 552	14	3.10	3.33	2.70	3.30	3.00	3.30	2.80	3.00
10	VAOPC Columbus, OH - 757 (Grove City, OH)	31	3.87	3.79	3.34	3.73	3.89	3.61	2.86	3.72
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	30	3.62	3.45	3.31	3.86	3.24	3.69	2.66	3.52
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	37	3.19	2.97	2.74	3.39	2.93	3.26	2.63	2.97
11	VAMC Battle Creek, MI - 515	32	3.33	3.26	3.08	3.46	3.22	3.39	3.09	3.26
11	VAMC Danville, IL - 550	56	3.55	3.14	3.20	3.84	3.20	3.58	2.71	3.77
11	VAMC Detroit, MI - 553	43	3.12	2.95	2.77	3.26	3.20	3.09	2.71	3.31
11	VAMC Indianapolis - 583	28	3.75	3.46	2.89	4.25	3.07	3.64	3.29	3.04
11	VAMC Saginaw, MI - 655	42	3.98	3.54	3.03	3.87	3.44	3.45	2.31	3.43
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	23	3.91	3.59	2.62	4.27	3.67	3.86	3.09	3.86
12	VAH Madison, WI - 607	46	3.65	3.24	3.03	3.89	3.30	3.53	3.10	3.64
12	VAMC Iron Mountain, MI - 585	16	3.46	3.38	3.08	3.75	3.33	3.17	1.92	3.42
12	VAMC Milwaukee, WI - 695	186	3.39	3.25	3.00	3.81	3.36	3.50	2.93	3.51
12	VAMC North Chicago, IL - 556	18	2.71	2.63	2.63	3.88	3.20	3.50	2.76	3.69
12	VAMC Tomah, WI - 676	13	3.85	3.85	3.31	4.08	3.92	3.92	2.85	3.46

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Emotional/ Psychiatric Services	Dual Diagnosis Treatment	Family Counseling	Medical Services	Women's Health Care	Help With Medication	Drop-in Center	AIDS/HIV Testing/ Counseling
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	31	3.86	3.78	3.38	3.93	3.75	3.25	2.70	3.70
15	VAH Columbia, MO - 543	123	3.21	3.20	2.79	3.40	2.96	3.21	2.71	3.16
15	VAM&ROC Wichita, KS - 452	44	3.60	3.57	3.21	4.00	3.73	3.69	3.34	3.60
15	VAMC Kansas City, MO - 589	20	3.89	3.67	3.17	3.89	3.22	3.18	3.06	3.59
15	VAMC Marion, IL - 609	23	3.38	3.40	2.57	3.74	3.05	3.38	2.42	3.65
15	VAMC Poplar Bluff, MO - 647	32	3.84	3.55	3.37	3.83	3.45	3.70	2.69	3.37
15	VAMC St. Louis, MO - 657	0
15	VAMC Topeka - 677	23	4.05	3.47	3.00	4.09	3.43	3.73	3.55	3.80
16	VA Central Arkansas HCS - 598	30	3.23	3.31	3.04	3.69	3.52	3.81	4.37	3.50
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	28	3.62	3.48	2.83	4.04	3.50	3.77	3.58	3.96
16	VAMC Alexandria, LA - 502	69	3.33	3.10	3.10	3.59	3.35	3.19	2.48	3.35
16	VAMC Fayetteville, AR - 564	28	3.35	2.88	3.15	3.77	3.31	3.58	3.08	3.38
16	VAMC Houston, TX - 580	21	3.65	3.40	3.37	3.90	3.50	3.65	3.70	3.90
16	VAMC Jackson, MS - 586	15	4.08	4.00	3.50	4.23	3.85	3.69	3.18	4.07
16	VAMC New Orleans, LA - 629	32	3.37	3.33	3.24	3.35	3.42	3.34	2.79	3.30
16	VAMC Oklahoma City, OK - 635	39	3.13	2.76	2.66	3.37	2.85	3.03	2.77	3.08
16	VAMC Shreveport, LA - 667	57	3.46	3.21	3.05	3.96	3.47	3.53	3.00	3.62
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	29	3.43	3.14	3.00	3.69	3.17	3.34	3.24	3.48
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	35	3.03	2.80	3.00	3.71	3.29	3.32	2.47	3.72
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	93	3.32	3.32	3.00	3.86	3.51	3.63	3.22	3.85
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	24	3.67	3.42	3.05	3.25	3.21	3.25	2.45	3.74
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	88	3.18	3.07	2.79	3.64	3.09	3.09	2.64	3.21
18	El Paso VA HCS, TX - 756	30	3.50	3.37	3.12	4.04	3.68	3.77	2.92	3.72
18	VA New Mexico HCS - 501	11	2.73	2.64	2.36	3.00	2.91	2.55	2.00	3.18
18	VA Northern Arizona HCS - 649	43	3.44	3.61	2.94	3.74	3.03	3.34	2.57	3.24
18	VA Southern Arizona HCS - 678	81	3.73	3.57	3.17	4.00	3.61	3.62	3.05	3.67

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Emotional/ Psychiatric Services	Dual Diagnosis Treatment	Family Counseling	Medical Services	Women's Health Care	Help With Medication	Drop-in Center	AIDS/HIV Testing/ Counseling
18	VAMC Amarillo, TX - 504	10	3.22	2.78	3.33	3.89	3.63	3.33	3.75	4.11
18	VA West Texas HCS - 519	18	4.13	3.73	3.87	4.20	3.73	3.93	2.79	3.67
18	VAMC Phoenix, AZ - 644	67	3.40	3.33	3.37	3.57	3.33	3.31	3.17	3.50
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	0
19	VA Southern Colorado HCS, (Colorado Springs-567)	28	2.63	2.54	2.73	3.29	2.80	3.22	2.64	3.12
19	VAM&ROC Cheyenne, WY - 442	68	3.47	3.28	3.28	3.63	3.47	3.55	3.03	3.30
19	VA Eastern Colorado HCS (VAMC Denver - 554)	14	2.86	2.79	2.70	3.43	3.30	3.23	3.50	4.10
19	VAMC Grand Junction, CO - 575	22	3.20	3.12	2.81	3.35	3.00	3.13	2.60	3.19
19	VAMC Salt Lake City, UT - 660	21	3.50	3.35	3.15	3.75	3.20	3.10	2.85	3.30
19	VAMC Sheridan, WY - 666	14	4.00	4.08	3.62	4.23	3.69	3.85	2.54	3.69
20	VA Alaska HCS & RO - 463	22	2.40	2.45	2.58	3.25	3.05	2.80	2.55	3.00
20	VA DOM White City, OR - 692	31	3.40	3.35	2.65	3.65	3.36	3.42	2.67	3.26
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	49	3.13	3.13	2.43	3.53	3.14	3.00	2.45	3.29
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	63	2.51	2.39	2.53	2.84	2.54	2.75	2.35	2.58
20	VAMC Boise, ID - 531	23	2.81	2.71	2.86	3.45	3.19	3.36	2.86	2.76
20	VAMC Portland, OR - 648	34	3.47	3.28	2.53	3.88	3.73	3.41	2.91	3.77
20	VAMC Spokane, WA - 668	42	3.84	3.22	3.26	4.00	3.59	3.76	3.51	3.68
20	VAMC Walla Walla, WA - 687	33	3.03	2.78	2.47	3.34	2.87	2.97	1.69	3.16
21	VA Central California HCS, CA - 570	0
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	0
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	64	3.11	2.88	2.68	3.60	3.17	3.03	2.65	3.24
21	VA Sierra Nevada HCS, NV - 654	20	3.84	3.68	2.95	3.95	3.26	3.89	3.05	3.63
21	VAM&ROC Honolulu, HI - 459	89	3.22	3.00	2.84	3.63	3.33	3.28	2.69	3.37
21	VAMC San Francisco, CA - 662	35	2.68	2.68	2.74	3.97	3.32	3.21	2.74	3.53

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Emotional/ Psychiatric Services	Dual Diagnosis Treatment	Family Counseling	Medical Services	Women's Health Care	Help With Medication	Drop-in Center	AIDS/HIV Testing/ Counseling
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	68	3.68	3.51	3.19	4.20	3.62	3.81	3.52	3.89
22	VA Southern Nevada HCS - 593	149	3.16	2.95	2.82	3.50	3.18	3.31	2.51	3.12
22	VAMC Loma Linda, CA - 605	44	2.61	2.61	2.77	3.18	2.86	2.91	2.55	2.75
22	VAMC Long Beach, CA - 600	40	3.62	3.54	2.92	4.27	3.81	3.73	3.42	3.50
22	VAMC San Diego, CA - 664	43	3.30	3.13	3.05	3.80	3.54	3.26	2.59	3.28
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	12	3.17	2.83	2.64	3.92	3.36	3.17	2.58	3.42
23	VAH&ROC Sioux Falls, SD - 438	62	3.29	3.12	3.02	3.78	3.41	3.65	2.78	3.39
23	VAM&ROC Fargo, ND - 437	66	3.69	3.46	3.09	3.82	3.45	3.55	2.69	3.39
23	VAMC Minneapolis, MN - 618, and Superior, WI	23	3.48	3.50	3.14	3.70	3.41	3.41	3.32	3.74
23	VAMC St. Cloud, MN - 656	20	3.85	3.65	3.25	4.00	3.60	3.35	2.60	3.10
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	14	2.79	2.43	2.46	3.50	3.36	2.86	3.07	2.85
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	51	3.69	3.21	3.44	3.90	3.22	3.61	2.73	3.70
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	25	3.43	3.35	3.00	3.88	3.18	3.41	3.22	3.30
23	VAMC Iowa City, IA - 584	124	3.14	2.98	3.07	3.64	3.4	3.31	2.89	3.22

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	TB Testing	TB Treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses	VA Disability/ Pension	Welfare Payments
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	62	4.04	3.76	3.60	3.02	3.39	3.42	3.58	3.58
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	123	3.37	3.24	3.25	2.44	2.76	2.76	3.20	2.94
1	VAM&ROC Togus, ME - 402	27	3.38	3.31	3.38	2.00	2.77	2.69	3.30	2.88
1	VAM&ROC White River Junction, VT - 405	9	3.67	3.75	3.89	2.44	3.11	3.11	3.67	3.44
1	VAMC Manchester, NH - 608	23	3.57	3.43	3.41	2.63	3.04	3.04	3.22	2.68
1	VAMC Northampton, MA - 631 (Leeds)	25	3.52	3.26	3.09	2.96	2.96	2.91	3.13	3.17
1	VAMC Providence, RI - 650, Bristol, RI	19	4.00	3.95	4.11	2.89	3.72	3.68	3.53	3.21
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	72	3.41	3.30	3.47	2.55	2.84	2.81	3.19	3.08
2	VAMC Albany, NY - 500	52	3.90	3.83	3.85	2.94	3.42	3.63	3.56	3.30
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	36	4.14	4.04	3.90	3.45	3.52	3.52	3.81	3.48
2	VAMC Syracuse, NY - 670	52	3.48	3.42	3.40	2.82	3.06	3.00	3.47	3.12
2	VAMC Bath, NY	13	3.78	3.89	3.89	3.11	3.67	3.56	3.56	3.33
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	31	4.21	4.24	4.21	3.27	4.17	4.17	3.69	3.32
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	54	3.69	3.64	3.65	3.03	3.21	3.28	3.49	3.21
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	65	3.65	3.61	3.70	3.05	3.39	3.35	3.17	3.18
3	VAMC Northport, NY - 632	52	4.23	4.26	4.26	3.28	3.84	3.71	3.57	3.53
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	62	3.72	3.72	3.84	3.04	3.30	3.25	3.65	3.45
4	VAM&ROC Wilmington, DE - 460	13	4.42	4.33	4.42	2.67	3.25	3.33	3.83	3.83
4	VAMC Altoona, PA - 503	59	3.86	3.79	3.85	2.98	3.42	3.46	3.50	3.45
4	VAMC Butler, PA - 529	29	3.84	3.88	3.88	3.36	3.65	3.54	4.04	3.80
4	VAMC Clarksburg, WV - 540	44	3.67	3.62	3.62	2.93	3.19	3.21	3.57	3.17
4	VAMC Coatesville - 542	23	4.45	4.30	4.40	3.95	4.00	4.00	4.05	3.74

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Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	TB Testing	TB Treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses	VA Disability/ Pension	Welfare Payments
4	VAMC Erie, PA - 562	37	3.82	3.70	3.79	3.15	3.57	3.51	4.03	3.79
4	VAMC Lebanon, PA - 595	28	3.88	3.72	3.84	2.84	2.92	2.83	3.40	3.38
4	VAMC Philadelphia, PA - 642	58	3.80	3.76	3.86	2.70	3.12	3.12	3.58	3.38
4	VAMC Wilkes-Barre, PA - 693	93	3.81	3.71	3.73	3.41	3.18	3.05	3.58	3.37
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	28	3.50	3.26	3.21	2.52	2.88	2.88	2.59	2.52
5	VAMC Martinsburg, WV - 613	21	3.84	3.55	3.55	2.43	2.90	2.71	3.55	2.62
5	VAMC Washington, DC - 688	123	3.35	3.33	3.29	2.37	2.67	2.72	3.02	2.85
6	VAMC Asheville, NC - 637	29	3.70	3.31	3.44	2.46	2.96	2.89	3.04	2.93
6	VAMC Beckley, WV - 517	19	3.06	2.94	2.88	2.17	2.67	2.67	3.12	2.56
6	VAMC Durham, NC - 558	50	3.15	3.11	3.09	2.52	2.72	2.79	2.85	2.47
6	VAMC Fayetteville, NC - 565	42	3.08	3.03	2.95	2.00	2.34	2.39	3.05	2.68
6	VAMC Hampton, VA - 590	88	3.65	3.68	3.68	2.48	2.84	2.72	3.34	2.89
6	VAMC Richmond, VA - 652	28	3.21	3.32	3.11	2.20	2.65	2.45	2.59	2.61
6	VAMC Salem, VA - 658	30	3.70	3.70	3.67	2.18	2.78	2.68	3.39	3.08
6	VAMC Salisbury, NC - 659	62	3.63	3.44	3.60	2.82	3.03	2.94	2.98	2.87
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	0
7	VAMC - Augusta, GA - 509	31	3.83	3.77	3.70	2.90	3.03	3.07	3.23	2.67
7	VAMC Atlanta, GA - 508 (Decatur, GA)	17	3.82	3.88	3.88	2.71	3.18	3.00	3.24	2.94
7	VAMC Birmingham, AL - 521	24	3.82	3.77	3.64	3.17	3.32	3.43	3.35	3.14
7	VAMC Charleston, SC - 534	56	4.11	3.96	4.00	3.15	3.57	3.37	3.64	3.45
7	VAMC Columbia, SC - 544	39	3.15	3.16	3.11	2.46	2.55	2.61	3.28	3.08
7	VAMC Dublin, GA - 557	42	3.63	3.60	3.33	3.10	3.24	3.22	3.05	2.93
7	VAMC Tuscaloosa, AL - 679	27	4.35	4.19	4.12	3.54	3.65	3.58	3.69	3.28
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	60	3.56	3.51	3.53	2.83	3.36	3.39	3.66	3.28
8	VAH Tampa, FL - 673	39	3.50	3.53	3.48	1.66	2.88	2.94	3.12	2.97
8	VAMC Bay Pines - 516	110	3.70	3.63	3.70	2.76	2.75	2.67	3.35	2.79
8	VAMC Miami, FL - 546	46	3.61	3.54	3.61	2.68	3.12	3.12	3.45	3.10
8	VAMC West Palm Beach, FL - 548	37	4.04	3.89	3.96	2.86	3.30	3.37	3.83	3.00

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Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	TB Testing	TB Treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses	VA Disability/ Pension	Welfare Payments
8	VAMC San Juan, PR - 672	14	3.25	3.25	3.75	2.75	3.63	3.50	3.50	3.38
8	VAMC Orlando, FL-675	38	3.69	3.59	3.59	3.03	3.11	3.20	3.30	2.75
9	VAMC Huntington, WV - 581	31	3.43	3.50	3.41	2.71	2.74	2.71	3.32	3.13
9	VAMC Lexington, KY - 596	17	3.65	3.41	3.53	2.88	3.47	3.18	3.18	2.94
9	VAMC Louisville, KY - 603	93	4.21	3.98	3.92	3.12	3.17	3.15	3.57	3.33
9	VAMC Memphis, TN - 614	10	3.78	3.67	3.78	2.67	2.78	2.67	3.00	2.78
9	VAMC Mountain Home, TN - 621	8	3.88	3.88	3.88	2.71	3.38	3.63	3.50	3.63
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	42	3.80	3.73	3.73	3.05	3.10	3.00	3.40	3.15
10	VAMC Chillicothe, OH - 538	102	3.54	3.31	3.39	2.85	3.10	3.04	3.28	2.92
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	44	3.82	3.75	3.70	3.25	3.30	3.25	3.36	2.93
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	31	3.87	3.63	3.73	3.20	3.70	3.60	3.67	3.20
10	VAMC Dayton, OH - 552	14	2.90	2.80	2.89	2.50	3.00	2.60	3.40	2.90
10	VAOPC Columbus, OH - 757 (Grove City, OH)	31	3.89	3.85	3.82	3.11	3.46	3.57	3.79	3.18
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	30	3.76	3.69	3.79	2.79	3.07	3.00	3.64	3.07
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	37	3.14	3.03	3.17	2.39	2.53	2.58	3.17	2.72
11	VAMC Battle Creek, MI - 515	32	3.26	3.39	3.30	2.74	2.91	2.86	3.42	3.30
11	VAMC Danville, IL - 550	56	3.92	3.80	3.94	2.58	2.94	2.88	3.53	3.30
11	VAMC Detroit, MI - 553	43	3.24	3.15	3.10	2.51	2.60	2.67	3.19	2.78
11	VAMC Indianapolis - 583	28	3.67	3.74	3.81	2.50	3.37	3.41	3.14	2.89
11	VAMC Saginaw, MI - 655	42	3.58	3.54	3.39	2.53	2.88	2.93	3.55	2.97
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	23	3.95	3.86	3.81	2.27	2.55	2.29	3.59	3.36
12	VAH Madison, WI - 607	46	3.95	3.89	3.92	2.91	3.02	2.98	3.59	3.11
12	VAMC Iron Mountain, MI - 585	16	3.73	3.73	3.55	2.29	2.92	2.58	3.58	3.33
12	VAMC Milwaukee, WI - 695	186	3.82	3.74	3.73	3.06	2.89	2.76	3.52	3.08
12	VAMC North Chicago, IL - 556	18	3.88	3.88	3.88	3.44	3.00	2.94	3.59	2.93
12	VAMC Tomah, WI - 676	13	3.92	3.77	3.92	2.92	3.15	3.08	4.08	2.83

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Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	TB Testing	TB Treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses	VA Disability/ Pension	Welfare Payments
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	31	3.81	3.84	3.81	2.67	2.76	2.79	3.78	3.37
15	VAH Columbia, MO - 543	123	3.29	3.24	3.34	2.08	2.54	2.58	3.30	2.87
15	VAM&ROC Wichita, KS - 452	44	3.93	3.88	3.93	2.43	2.93	3.00	3.40	3.07
15	VAMC Kansas City, MO - 589	20	3.53	3.65	3.71	2.56	2.88	3.00	3.24	3.29
15	VAMC Marion, IL - 609	23	3.63	3.47	3.42	2.23	2.43	2.55	3.27	2.50
15	VAMC Poplar Bluff, MO - 647	32	3.52	3.43	3.47	3.00	3.30	3.27	3.80	3.38
15	VAMC St. Louis, MO - 657	0
15	VAMC Topeka - 677	23	3.71	3.71	4.00	3.14	3.38	3.24	3.81	3.38
16	VA Central Arkansas HCS - 598	30	3.81	3.73	3.77	3.15	3.33	3.54	3.46	3.27
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	28	4.15	3.92	3.96	2.28	2.64	2.60	3.48	2.91
16	VAMC Alexandria, LA - 502	69	3.31	3.25	3.25	2.37	2.70	2.67	3.48	3.25
16	VAMC Fayetteville, AR - 564	28	3.46	3.50	3.50	3.19	3.23	3.19	3.72	3.36
16	VAMC Houston, TX - 580	21	4.00	3.95	3.85	3.71	3.50	3.62	3.70	3.25
16	VAMC Jackson, MS - 586	15	4.29	4.21	4.21	3.58	3.50	3.33	4.08	3.25
16	VAMC New Orleans, LA - 629	32	3.86	3.56	3.56	3.11	3.00	3.07	3.13	2.63
16	VAMC Oklahoma City, OK - 635	39	3.45	3.32	3.26	2.37	2.51	2.56	3.23	2.87
16	VAMC Shreveport, LA - 667	57	3.81	3.59	3.59	3.05	3.31	3.33	3.11	2.98
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	29	3.90	3.66	3.71	2.55	2.86	2.83	3.52	3.34
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	35	3.66	3.56	3.58	2.33	2.73	2.64	3.35	2.94
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	93	3.85	3.79	3.71	3.11	3.08	2.99	3.62	3.17
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	24	3.92	3.67	3.83	3.00	3.13	3.08	3.48	3.19
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	88	3.33	3.25	3.31	2.74	2.64	2.63	3.13	2.52
18	El Paso VA HCS, TX - 756	30	3.77	3.64	3.64	2.80	2.77	2.65	3.40	3.13
18	VA New Mexico HCS - 501	11	3.27	3.09	3.30	2.91	2.64	2.45	2.55	2.91
18	VA Northern Arizona HCS - 649	43	3.67	3.52	3.67	2.57	2.51	2.66	3.39	3.09
18	VA Southern Arizona HCS - 678	81	4.07	3.85	3.88	2.90	3.21	3.27	3.50	3.14

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Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	TB Testing	TB Treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses	VA Disability/ Pension	Welfare Payments
18	VAMC Amarillo, TX - 504	10	3.67	3.56	3.67	2.11	2.78	2.89	3.67	3.00
18	VA West Texas HCS - 519	18	3.93	3.80	3.87	3.27	3.60	3.53	4.00	3.53
18	VAMC Phoenix, AZ - 644	67	3.63	3.54	3.57	2.79	2.98	2.97	3.59	3.21
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	0
19	VA Southern Colorado HCS, (Colorado Springs-567)	28	3.23	3.08	3.24	2.48	2.70	3.12	3.24	2.93
19	VAM&ROC Cheyenne, WY - 442	68	3.33	3.20	3.33	2.82	2.91	2.95	3.36	3.00
19	VA Eastern Colorado HCS (VAMC Denver - 554)	14	4.55	4.10	4.40	2.07	2.71	2.45	3.21	3.00
19	VAMC Grand Junction, CO - 575	22	3.27	3.36	3.43	2.28	2.69	2.79	3.14	2.80
19	VAMC Salt Lake City, UT - 660	21	3.70	3.55	3.45	2.85	3.00	3.10	3.25	3.05
19	VAMC Sheridan, WY - 666	14	4.08	4.00	3.83	3.15	3.31	3.33	3.62	2.92
20	VA Alaska HCS & RO - 463	22	3.22	3.12	3.11	2.53	3.00	2.84	2.90	2.90
20	VA DOM White City, OR - 692	31	3.71	3.67	3.70	2.92	3.12	3.12	3.60	2.96
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	49	3.52	3.49	3.44	2.41	2.60	2.80	3.16	2.95
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	63	2.64	2.57	2.65	1.98	2.19	2.19	2.83	2.58
20	VAMC Boise, ID - 531	23	2.85	2.95	2.90	2.23	2.50	2.52	3.20	2.62
20	VAMC Portland, OR - 648	34	3.97	3.94	4.09	2.15	2.84	2.71	3.06	2.48
20	VAMC Spokane, WA - 668	42	4.00	3.84	3.81	3.24	3.54	3.55	3.82	3.47
20	VAMC Walla Walla, WA - 687	33	3.34	3.16	3.39	1.65	2.03	1.88	3.00	2.52
21	VA Central California HCS, CA - 570	0
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	0
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	64	3.56	3.37	3.37	2.26	2.70	2.69	3.19	2.85
21	VA Sierra Nevada HCS, NV - 654	20	3.84	3.74	3.84	2.74	3.00	3.00	3.42	3.21
21	VAM&ROC Honolulu, HI - 459	89	3.72	3.40	3.29	2.75	2.81	2.88	3.33	3.21
21	VAMC San Francisco, CA - 662	35	3.88	3.82	3.91	2.26	2.62	2.56	3.29	2.94

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VISN	VA Facility - 2009 Name	Respondents N=	TB Testing	TB Treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses	VA Disability/ Pension	Welfare Payments
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	68	4.18	4.02	3.88	3.29	3.44	3.35	3.47	3.33
22	VA Southern Nevada HCS - 593	149	3.48	3.35	3.36	2.73	2.86	2.81	3.20	2.82
22	VAMC Loma Linda, CA - 605	44	2.98	2.89	2.80	2.23	2.53	2.51	3.02	2.77
22	VAMC Long Beach, CA - 600	40	4.16	3.95	3.89	2.57	2.81	2.69	3.62	2.88
22	VAMC San Diego, CA - 664	43	3.93	3.67	3.67	2.40	2.28	2.25	3.23	3.00
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	12	3.75	3.58	3.55	2.83	3.17	3.17	3.73	3.45
23	VAH&ROC Sioux Falls, SD - 438	62	3.58	3.40	3.50	2.51	2.95	2.93	3.53	2.98
23	VAM&ROC Fargo, ND - 437	66	3.69	3.61	3.63	2.77	2.98	3.03	3.58	3.51
23	VAMC Minneapolis, MN - 618, and Superior, WI	23	3.65	3.65	3.61	2.91	3.26	3.26	3.65	3.17
23	VAMC St. Cloud, MN - 656	20	3.21	3.11	3.32	2.75	3.05	3.10	3.40	2.80
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	14	3.21	3.07	3.29	2.14	2.50	2.57	3.43	2.54
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	51	3.68	3.56	3.77	3.00	3.00	3.05	3.80	2.95
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	25	3.36	3.32	3.50	2.74	3.00	2.91	3.32	2.90
23	VAMC Iowa City, IA - 584	124	3.23	3.19	3.29	2.57	2.9	2.9	3.44	3.44

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Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	SSI/SSD Process	Guardianship (Financial)	Help Managing Money	Job Training	Job Placement	Help Getting ID/ Documents	Transportation
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	62	3.60	2.83	2.95	3.37	3.58	3.52	3.28
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	123	2.86	2.54	2.52	3.01	2.94	2.94	2.72
1	VAM&ROC Togus, ME - 402	27	2.72	2.88	2.69	2.67	2.63	2.93	2.52
1	VAM&ROC White River Junction, VT - 405	9	3.44	3.13	3.00	3.33	3.56	3.56	3.11
1	VAMC Manchester, NH - 608	23	2.77	2.61	2.26	2.86	2.83	2.83	2.39
1	VAMC Northampton, MA - 631 (Leeds)	25	3.35	2.81	2.83	2.61	2.96	3.24	3.00
1	VAMC Providence, RI - 650, Bristol, RI	19	3.32	2.84	2.63	3.05	3.16	3.32	3.05
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	72	3.02	2.44	2.33	2.81	2.89	2.89	2.55
2	VAMC Albany, NY - 500	52	3.08	2.75	2.88	3.22	3.25	3.40	3.31
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	36	3.46	2.96	2.96	3.41	3.43	3.48	3.21
2	VAMC Syracuse, NY - 670	52	3.21	2.79	2.75	2.88	3.18	3.24	2.43
2	VAMC Bath, NY	13	3.11	2.11	2.44	3.00	2.80	2.44	2.75
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	31	3.55	3.07	3.07	3.34	3.24	3.48	3.31
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	54	3.26	3.03	3.03	3.15	3.38	3.34	3.24
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	65	3.12	2.75	2.75	2.97	3.03	3.15	3.10
3	VAMC Northport, NY - 632	52	3.37	3.23	2.91	3.22	3.14	3.31	2.89
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	62	3.44	3.11	3.02	3.36	3.46	3.36	3.04
4	VAM&ROC Wilmington, DE - 460	13	3.50	3.25	3.67	3.25	3.67	3.73	3.50
4	VAMC Altoona, PA - 503	59	3.26	2.96	3.06	3.21	3.31	3.45	3.10
4	VAMC Butler, PA - 529	29	3.84	3.42	3.36	3.58	3.68	3.77	3.46
4	VAMC Clarksburg, WV - 540	44	3.07	3.12	2.86	3.14	3.24	3.36	3.12
4	VAMC Coatesville - 542	23	3.68	3.05	3.15	3.45	3.67	3.65	2.90

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	SSI/SSD Process	Guardianship (Financial)	Help Managing Money	Job Training	Job Placement	Help Getting ID/ Documents	Transportation
4	VAMC Erie, PA - 562	37	3.56	3.03	3.06	3.71	3.66	3.53	3.34
4	VAMC Lebanon, PA - 595	28	3.46	3.16	2.96	3.23	3.58	3.31	2.69
4	VAMC Philadelphia, PA - 642	58	3.30	2.90	2.69	2.96	3.02	3.16	2.88
4	VAMC Wilkes-Barre, PA - 693	93	3.36	2.88	2.76	2.88	3.04	3.10	2.20
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	28	2.54	2.30	2.33	2.46	2.67	2.63	2.50
5	VAMC Martinsburg, WV - 613	21	2.90	2.38	2.33	2.90	3.10	3.10	2.76
5	VAMC Washington, DC - 688	123	2.76	2.25	2.36	2.74	2.81	2.95	2.59
6	VAMC Asheville, NC - 637	29	2.71	2.52	2.79	2.78	3.00	2.93	2.63
6	VAMC Beckley, WV - 517	19	2.76	2.78	2.94	3.35	3.39	3.22	2.76
6	VAMC Durham, NC - 558	50	2.52	2.54	2.43	2.82	2.81	2.72	2.45
6	VAMC Fayetteville, NC - 565	42	2.54	2.54	2.30	2.34	2.44	2.68	2.51
6	VAMC Hampton, VA - 590	88	2.98	2.79	2.66	2.69	2.79	3.04	2.71
6	VAMC Richmond, VA - 652	28	2.55	1.80	1.90	2.27	2.27	2.42	1.73
6	VAMC Salem, VA - 658	30	2.82	2.78	2.72	2.82	2.75	2.82	3.03
6	VAMC Salisbury, NC - 659	62	2.89	2.43	2.68	2.67	2.74	3.07	2.76
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	0
7	VAMC - Augusta, GA - 509	31	2.90	2.70	2.27	2.87	3.10	2.90	2.60
7	VAMC Atlanta, GA - 508 (Decatur, GA)	17	3.00	3.24	3.18	3.00	2.94	3.12	3.00
7	VAMC Birmingham, AL - 521	24	3.26	2.68	2.81	3.00	3.13	3.14	2.70
7	VAMC Charleston, SC - 534	56	3.56	3.38	3.26	3.36	3.40	3.57	3.38
7	VAMC Columbia, SC - 544	39	3.05	2.75	2.73	2.76	2.92	3.17	2.90
7	VAMC Dublin, GA - 557	42	3.15	2.63	2.70	2.61	2.61	3.10	2.46
7	VAMC Tuscaloosa, AL - 679	27	3.56	3.72	3.69	3.73	3.73	3.88	3.19
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	60	3.18	2.96	2.75	3.07	3.09	3.21	2.88
8	VAH Tampa, FL - 673	39	2.88	2.72	2.52	2.85	2.91	2.69	2.44
8	VAMC Bay Pines - 516	110	2.73	2.67	2.67	2.80	2.76	3.31	2.92
8	VAMC Miami, FL - 546	46	3.18	3.00	2.90	2.95	3.00	3.24	3.00
8	VAMC West Palm Beach, FL - 548	37	3.14	3.11	3.11	3.00	3.11	3.10	3.28

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	SSI/SSD Process	Guardianship (Financial)	Help Managing Money	Job Training	Job Placement	Help Getting ID/ Documents	Transportation
8	VAMC San Juan, PR - 672	14	3.38	3.25	3.38	2.89	3.25	3.50	3.50
8	VAMC Orlando, FL-675	38	2.66	2.56	2.68	2.66	2.43	3.20	3.00
9	VAMC Huntington, WV - 581	31	3.28	2.94	2.81	3.16	3.13	3.06	2.83
9	VAMC Lexington, KY - 596	17	3.00	2.82	2.82	3.24	3.12	3.29	3.24
9	VAMC Louisville, KY - 603	93	3.31	2.97	2.88	3.07	3.24	3.38	2.96
9	VAMC Memphis, TN - 614	10	2.56	2.78	2.44	2.50	2.38	2.56	2.11
9	VAMC Mountain Home, TN - 621	8	3.88	2.75	3.00	2.75	2.63	3.38	2.63
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	42	3.15	2.93	3.00	3.35	3.53	3.48	3.40
10	VAMC Chillicothe, OH - 538	102	2.94	2.70	2.94	3.04	3.04	3.09	3.16
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	44	3.09	2.88	2.70	3.14	3.27	3.20	3.00
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	31	3.13	3.07	3.13	3.10	2.97	3.52	3.07
10	VAMC Dayton, OH - 552	14	3.33	2.56	2.33	2.78	3.20	3.50	2.90
10	VAOPC Columbus, OH - 757 (Grove City, OH)	31	3.21	3.28	3.07	3.23	3.37	3.79	3.39
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	30	3.24	2.97	2.82	3.10	3.25	3.62	3.41
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	37	2.77	2.48	2.84	2.84	2.69	3.33	2.45
11	VAMC Battle Creek, MI - 515	32	3.13	2.87	2.74	3.65	3.70	3.39	3.13
11	VAMC Danville, IL - 550	56	3.22	2.88	2.61	2.98	3.06	3.28	2.82
11	VAMC Detroit, MI - 553	43	2.90	2.75	2.60	2.60	2.66	2.91	2.40
11	VAMC Indianapolis - 583	28	2.86	2.54	2.54	3.11	3.18	3.46	3.39
11	VAMC Saginaw, MI - 655	42	3.03	3.05	2.93	3.15	3.18	3.28	3.05
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	23	3.55	3.00	2.76	3.33	3.05	3.36	2.95
12	VAH Madison, WI - 607	46	3.02	2.97	2.95	3.19	3.38	3.24	2.95
12	VAMC Iron Mountain, MI - 585	16	3.25	2.75	2.45	2.67	2.83	2.92	2.58
12	VAMC Milwaukee, WI - 695	186	3.06	2.82	2.67	2.99	2.98	3.20	3.07
12	VAMC North Chicago, IL - 556	18	3.18	3.00	3.06	2.67	2.44	3.25	2.31
12	VAMC Tomah, WI - 676	13	3.62	2.75	3.31	3.54	3.69	3.67	2.92

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Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	SSI/SSD Process	Guardianship (Financial)	Help Managing Money	Job Training	Job Placement	Help Getting ID/ Documents	Transportation
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	31	3.29	2.82	2.81	3.07	3.14	3.00	1.76
15	VAH Columbia, MO - 543	123	2.44	2.71	2.63	2.89	2.85	2.91	2.15
15	VAM&ROC Wichita, KS - 452	44	3.00	3.02	2.90	3.05	3.36	3.39	3.05
15	VAMC Kansas City, MO - 589	20	2.94	3.06	2.59	3.17	3.22	3.17	2.94
15	VAMC Marion, IL - 609	23	2.80	2.63	2.45	2.45	2.64	2.81	2.73
15	VAMC Poplar Bluff, MO - 647	32	3.45	3.28	3.07	3.30	3.47	3.70	3.32
15	VAMC St. Louis, MO - 657	0
15	VAMC Topeka - 677	23	3.23	3.19	3.19	2.90	3.09	3.33	3.09
16	VA Central Arkansas HCS - 598	30	3.35	3.08	3.23	3.38	3.48	3.62	3.58
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	28	2.96	2.52	2.48	2.88	3.32	3.04	2.69
16	VAMC Alexandria, LA - 502	69	3.24	2.87	2.86	3.05	3.16	3.23	2.95
16	VAMC Fayetteville, AR - 564	28	3.20	3.08	2.96	3.28	3.60	3.50	3.16
16	VAMC Houston, TX - 580	21	3.25	3.25	3.20	3.55	3.57	3.63	3.48
16	VAMC Jackson, MS - 586	15	3.92	3.00	3.25	3.67	4.00	3.69	3.75
16	VAMC New Orleans, LA - 629	32	3.04	2.81	3.03	3.26	3.37	3.63	3.23
16	VAMC Oklahoma City, OK - 635	39	2.95	2.72	2.92	3.15	3.03	3.03	2.82
16	VAMC Shreveport, LA - 667	57	3.02	2.69	2.89	3.11	3.20	3.33	3.38
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	29	3.00	2.86	2.83	3.00	2.93	3.17	2.72
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	35	2.85	2.84	2.69	2.76	2.88	3.06	2.67
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	93	3.20	2.99	2.92	3.03	3.00	3.32	3.07
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	24	3.55	3.18	3.04	2.91	2.87	3.05	2.91
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	88	2.64	2.35	2.47	2.75	2.84	2.83	2.66
18	El Paso VA HCS, TX - 756	30	3.56	3.04	3.46	3.57	3.52	3.65	3.57
18	VA New Mexico HCS - 501	11	2.45	2.27	2.45	2.27	2.36	2.64	2.09
18	VA Northern Arizona HCS - 649	43	3.03	2.85	2.61	2.97	2.97	3.00	2.60
18	VA Southern Arizona HCS - 678	81	3.11	2.99	2.90	3.19	3.14	3.32	3.14

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Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	SSI/SSD Process	Guardianship (Financial)	Help Managing Money	Job Training	Job Placement	Help Getting ID/ Documents	Transportation
18	VAMC Amarillo, TX - 504	10	3.22	2.67	2.67	2.78	2.56	2.78	2.89
18	VA West Texas HCS - 519	18	3.80	3.53	3.20	3.27	3.27	3.33	3.40
18	VAMC Phoenix, AZ - 644	67	3.24	3.32	3.12	3.28	3.31	3.40	3.12
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	0
19	VA Southern Colorado HCS, (Colorado Springs-567)	28	2.70	2.64	2.62	2.64	2.85	2.85	2.46
19	VAM&ROC Cheyenne, WY - 442	68	2.88	2.84	2.79	2.95	3.05	3.09	2.93
19	VA Eastern Colorado HCS (VAMC Denver - 554)	14	2.67	2.62	2.50	2.86	2.92	3.50	2.36
19	VAMC Grand Junction, CO - 575	22	2.75	2.27	2.27	2.68	2.94	2.75	2.63
19	VAMC Salt Lake City, UT - 660	21	2.90	2.95	2.95	3.00	2.95	2.89	2.65
19	VAMC Sheridan, WY - 666	14	3.38	3.46	3.08	3.23	3.38	3.75	3.21
20	VA Alaska HCS & RO - 463	22	2.45	2.61	2.63	3.05	3.10	2.84	2.21
20	VA DOM White City, OR - 692	31	3.13	2.78	2.78	3.22	3.30	3.35	2.73
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	49	2.71	2.56	2.50	2.75	2.91	2.83	2.69
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	63	2.43	2.29	2.14	2.33	2.57	2.55	2.18
20	VAMC Boise, ID - 531	23	2.67	2.58	2.68	2.91	3.14	3.05	2.62
20	VAMC Portland, OR - 648	34	2.34	2.19	2.55	3.15	3.34	3.03	2.79
20	VAMC Spokane, WA - 668	42	3.30	3.30	3.51	3.65	3.84	3.79	3.58
20	VAMC Walla Walla, WA - 687	33	2.24	2.32	1.97	2.34	2.81	2.38	1.91
21	VA Central California HCS, CA - 570	0
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	0
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	64	2.91	2.70	2.63	2.54	2.79	3.14	2.80
21	VA Sierra Nevada HCS, NV - 654	20	3.32	2.68	2.68	3.26	3.05	3.16	3.32
21	VAM&ROC Honolulu, HI - 459	89	3.03	2.82	2.80	2.97	3.01	2.96	2.86
21	VAMC San Francisco, CA - 662	35	2.97	2.70	2.56	2.88	2.68	2.97	2.35

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Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	SSI/SSD Process	Guardianship (Financial)	Help Managing Money	Job Training	Job Placement	Help Getting ID/ Documents	Transportation
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	68	3.41	2.90	3.28	3.50	3.44	3.58	3.42
22	VA Southern Nevada HCS - 593	149	2.87	2.67	2.61	2.86	2.88	3.05	2.83
22	VAMC Loma Linda, CA - 605	44	2.73	2.55	2.57	2.57	2.49	2.52	2.43
22	VAMC Long Beach, CA - 600	40	3.20	3.03	2.74	3.40	3.33	3.29	3.14
22	VAMC San Diego, CA - 664	43	2.68	2.85	2.73	3.35	3.10	3.28	3.38
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	12	3.17	2.91	2.50	2.92	3.25	3.33	3.33
23	VAH&ROC Sioux Falls, SD - 438	62	2.85	3.00	2.86	2.93	3.12	3.07	2.79
23	VAM&ROC Fargo, ND - 437	66	3.37	2.95	3.08	3.27	3.27	3.46	3.25
23	VAMC Minneapolis, MN - 618, and Superior, WI	23	3.17	3.00	2.82	3.00	3.13	3.70	3.13
23	VAMC St. Cloud, MN - 656	20	2.95	2.50	2.70	3.00	3.20	3.15	2.65
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	14	2.46	2.46	2.36	3.21	3.71	3.00	3.14
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	51	3.33	2.92	2.81	2.83	2.80	3.37	3.05
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	25	3.04	2.87	3.10	2.87	3.00	3.23	2.64
23	VAMC Iowa City, IA - 584	124	3.2	3.06	2.9	3.14	3.18	3.22	2.93

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Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Education	Child care	Family Reconcilia- tion	Discharge Upgrade	Spiritual	Incarcerated Veterans	Elder Healthcare	Credit Counseling
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	62	3.58	2.34	2.54	3.15	3.05	2.97	3.57	2.86
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	123	2.99	2.20	2.45	2.73	3.05	2.65	3.01	2.52
1	VAM&ROC Togus, ME - 402	27	2.58	2.15	2.50	2.80	2.69	2.23	2.92	2.23
1	VAM&ROC White River Junction, VT - 405	9	3.25	2.67	2.67	3.38	3.00	3.11	3.67	2.78
1	VAMC Manchester, NH - 608	23	2.87	2.30	2.35	2.86	3.23	2.59	3.18	2.14
1	VAMC Northampton, MA - 631 (Leeds)	25	3.05	2.24	2.36	2.64	3.05	2.73	2.77	2.68
1	VAMC Providence, RI - 650, Bristol, RI	19	3.00	2.37	2.68	2.74	3.28	2.89	3.53	2.58
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	72	2.88	2.29	2.56	2.52	3.06	2.61	3.03	2.44
2	VAMC Albany, NY - 500	52	3.27	2.46	2.70	3.13	3.37	3.60	3.33	2.66
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	36	3.25	2.67	2.96	3.38	3.32	3.41	3.28	3.08
2	VAMC Syracuse, NY - 670	52	2.98	2.15	2.68	3.06	3.17	2.94	2.72	2.79
2	VAMC Bath, NY	13	3.00	2.44	2.11	2.78	3.22	1.70	2.56	2.00
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	31	3.54	2.78	2.67	3.12	3.46	3.19	3.69	2.71
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	54	3.25	2.73	3.10	3.32	3.62	2.95	3.26	3.00
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	65	3.03	2.29	2.43	2.71	3.00	2.70	2.91	2.47
3	VAMC Northport, NY - 632	52	3.16	2.47	2.76	3.07	3.47	3.14	3.42	2.84
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	62	3.16	2.63	2.71	3.09	3.14	2.98	3.45	2.73
4	VAM&ROC Wilmington, DE - 460	13	3.42	2.83	2.75	3.25	4.17	2.50	3.50	3.25
4	VAMC Altoona, PA - 503	59	3.42	2.85	2.94	3.13	3.54	2.85	3.59	3.02
4	VAMC Butler, PA - 529	29	3.54	2.92	3.04	3.56	3.60	3.20	3.24	3.40
4	VAMC Clarksburg, WV - 540	44	3.17	2.52	2.83	3.12	3.40	2.86	3.32	2.86
4	VAMC Coatesville - 542	23	3.25	2.65	2.86	3.47	3.62	3.25	3.50	2.80

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Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Education	Child care	Family Reconcilia- tion	Discharge Upgrade	Spiritual	Incarcerated Veterans	Elder Healthcare	Credit Counseling
4	VAMC Erie, PA - 562	37	3.66	2.91	3.15	3.24	3.76	3.41	3.82	3.42
4	VAMC Lebanon, PA - 595	28	3.00	2.56	2.73	2.88	3.58	3.12	3.40	2.88
4	VAMC Philadelphia, PA - 642	58	2.80	2.12	2.28	2.94	3.00	2.58	3.00	2.37
4	VAMC Wilkes-Barre, PA - 693	93	3.04	2.63	2.69	2.92	3.74	2.66	3.38	2.89
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	28	2.63	1.73	2.09	2.19	3.35	2.45	2.48	2.38
5	VAMC Martinsburg, WV - 613	21	3.10	2.24	2.40	2.85	3.20	2.35	2.86	2.71
5	VAMC Washington, DC - 688	123	2.63	2.19	2.39	2.55	2.74	2.44	2.64	2.34
6	VAMC Asheville, NC - 637	29	3.04	2.30	2.59	2.89	3.19	2.26	2.73	2.79
6	VAMC Beckley, WV - 517	19	3.12	2.00	2.29	2.35	3.12	2.29	2.82	2.24
6	VAMC Durham, NC - 558	50	2.65	2.02	2.02	2.36	2.82	2.09	2.51	2.26
6	VAMC Fayetteville, NC - 565	42	2.39	2.28	2.17	2.55	3.20	2.15	2.53	2.35
6	VAMC Hampton, VA - 590	88	2.76	2.00	2.42	2.77	3.16	2.52	2.84	2.72
6	VAMC Richmond, VA - 652	28	2.21	1.62	2.12	2.33	2.37	2.79	2.60	2.11
6	VAMC Salem, VA - 658	30	2.86	2.48	2.48	2.96	3.12	2.67	3.15	2.88
6	VAMC Salisbury, NC - 659	62	2.66	1.88	2.23	2.86	3.18	2.80	2.76	2.42
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	0
7	VAMC - Augusta, GA - 509	31	2.63	2.17	2.20	2.79	3.70	2.77	2.77	2.20
7	VAMC Atlanta, GA - 508 (Decatur, GA)	17	2.82	2.06	2.59	3.18	3.35	3.41	3.59	2.59
7	VAMC Birmingham, AL - 521	24	3.14	2.77	2.64	2.95	3.50	2.83	3.09	2.59
7	VAMC Charleston, SC - 534	56	3.37	2.59	2.84	3.45	3.76	2.73	3.35	2.87
7	VAMC Columbia, SC - 544	39	2.82	2.31	2.47	3.05	3.29	2.74	2.78	2.59
7	VAMC Dublin, GA - 557	42	2.76	2.53	2.63	2.88	3.44	2.85	2.95	2.44
7	VAMC Tuscaloosa, AL - 679	27	3.52	2.42	2.92	3.50	4.08	3.08	4.17	3.08
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	60	3.16	2.25	2.64	2.87	3.40	2.91	3.12	2.69
8	VAH Tampa, FL - 673	39	2.72	2.23	2.39	2.82	2.94	2.21	3.03	2.38
8	VAMC Bay Pines - 516	110	2.86	2.12	2.26	2.78	3.24	2.62	3.15	2.45
8	VAMC Miami, FL - 546	46	2.88	2.54	2.81	3.14	3.18	2.72	2.86	2.72
8	VAMC West Palm Beach, FL - 548	37	3.24	2.54	2.74	3.00	3.22	3.18	3.29	2.82

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Education	Child care	Family Reconcilia- tion	Discharge Upgrade	Spiritual	Incarcerated Veterans	Elder Healthcare	Credit Counseling
8	VAMC San Juan, PR - 672	14	3.22	3.13	3.00	2.75	3.25	2.63	3.25	2.50
8	VAMC Orlando, FL-675	38	3.06	2.19	2.56	2.91	3.19	2.94	3.19	2.69
9	VAMC Huntington, WV - 581	31	3.13	2.37	2.57	2.93	3.27	2.60	3.07	2.61
9	VAMC Lexington, KY - 596	17	3.06	2.38	2.59	2.71	3.06	3.24	3.06	2.59
9	VAMC Louisville, KY - 603	93	2.97	2.51	2.66	3.07	3.38	2.89	3.11	2.78
9	VAMC Memphis, TN - 614	10	2.67	2.44	2.44	2.67	2.89	2.56	2.56	2.44
9	VAMC Mountain Home, TN - 621	8	3.38	2.29	2.14	3.13	3.13	2.13	2.86	2.88
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	42	2.90	2.38	2.64	3.05	3.49	3.35	3.05	2.64
10	VAMC Chillicothe, OH - 538	102	3.00	2.45	2.54	2.81	3.29	2.69	3.12	2.69
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	44	3.11	2.57	2.61	2.86	3.23	2.71	2.98	2.32
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	31	3.27	2.77	2.83	3.03	3.30	2.53	3.37	2.90
10	VAMC Dayton, OH - 552	14	2.67	2.22	2.11	3.10	3.10	2.40	2.89	2.33
10	VAOPC Columbus, OH - 757 (Grove City, OH)	31	3.18	2.68	2.65	3.64	3.08	3.39	3.19	2.96
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	30	3.14	2.76	2.83	3.14	3.28	3.24	3.32	2.83
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	37	2.97	2.14	2.40	2.52	3.38	3.29	2.83	2.65
11	VAMC Battle Creek, MI - 515	32	3.42	2.91	2.77	2.73	3.39	3.22	3.09	3.09
11	VAMC Danville, IL - 550	56	3.18	2.48	2.82	2.98	3.33	2.42	3.22	2.59
11	VAMC Detroit, MI - 553	43	2.71	2.15	2.36	2.66	3.17	2.51	2.71	2.54
11	VAMC Indianapolis - 583	28	3.18	1.89	2.26	2.70	3.36	2.43	3.14	2.59
11	VAMC Saginaw, MI - 655	42	3.08	2.29	2.54	2.76	3.38	2.68	3.33	2.79
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	23	3.33	2.24	2.48	2.64	3.50	2.90	3.33	2.38
12	VAH Madison, WI - 607	46	3.40	2.31	2.74	3.21	3.56	2.83	3.22	2.87
12	VAMC Iron Mountain, MI - 585	16	2.33	2.15	2.50	2.82	3.33	2.42	3.42	2.50
12	VAMC Milwaukee, WI - 695	186	3.08	2.41	2.68	3.11	3.34	3.14	3.43	2.68
12	VAMC North Chicago, IL - 556	18	2.94	2.87	2.60	2.86	3.13	2.73	3.40	2.87
12	VAMC Tomah, WI - 676	13	3.38	2.38	2.92	3.38	3.23	3.23	3.46	3.31

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Education	Child care	Family Reconcilia- tion	Discharge Upgrade	Spiritual	Incarcerated Veterans	Elder Healthcare	Credit Counseling
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	31	3.11	2.44	2.92	3.27	3.79	2.82	3.39	2.68
15	VAH Columbia, MO - 543	123	2.92	2.36	2.47	2.85	3.35	2.79	2.95	2.61
15	VAM&ROC Wichita, KS - 452	44	2.90	2.83	2.83	3.15	3.79	3.02	3.54	3.05
15	VAMC Kansas City, MO - 589	20	3.06	2.25	2.56	2.80	3.35	2.59	3.06	2.50
15	VAMC Marion, IL - 609	23	2.63	2.29	2.21	2.74	3.36	2.32	3.36	2.37
15	VAMC Poplar Bluff, MO - 647	32	3.13	2.45	2.76	3.25	3.70	3.38	3.60	2.82
15	VAMC St. Louis, MO - 657	0
15	VAMC Topeka - 677	23	3.30	2.77	2.67	3.43	3.65	2.86	3.55	3.32
16	VA Central Arkansas HCS - 598	30	3.38	3.04	2.96	3.35	3.43	3.60	3.50	3.23
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	28	2.68	2.04	2.48	2.92	3.69	2.76	3.25	3.13
16	VAMC Alexandria, LA - 502	69	3.22	2.40	2.54	3.17	3.35	3.17	3.20	2.55
16	VAMC Fayetteville, AR - 564	28	3.36	2.84	3.00	3.36	3.88	2.96	3.40	3.32
16	VAMC Houston, TX - 580	21	3.52	2.76	2.95	3.55	3.55	3.52	3.50	3.00
16	VAMC Jackson, MS - 586	15	3.92	3.17	3.17	3.82	3.75	3.00	3.67	3.25
16	VAMC New Orleans, LA - 629	32	3.03	2.67	2.73	3.19	3.48	3.17	3.15	2.70
16	VAMC Oklahoma City, OK - 635	39	2.87	2.44	2.53	2.92	3.13	2.54	2.77	2.74
16	VAMC Shreveport, LA - 667	57	3.18	2.56	2.81	3.04	3.45	2.85	3.13	2.72
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	29	2.97	2.31	2.35	2.62	2.89	2.50	2.83	2.62
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	35	2.88	2.39	2.42	2.77	3.16	2.79	3.09	2.48
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	93	3.01	2.72	2.48	3.26	3.36	2.71	3.02	2.88
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	24	3.14	2.24	2.68	2.65	3.23	2.82	3.05	2.86
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	88	2.62	2.11	2.39	2.48	3.01	2.64	2.80	2.49
18	El Paso VA HCS, TX - 756	30	3.74	2.83	3.00	3.26	2.91	3.04	3.13	2.72
18	VA New Mexico HCS - 501	11	2.36	2.18	2.09	2.20	2.80	1.90	2.10	2.36
18	VA Northern Arizona HCS - 649	43	3.06	2.36	2.45	2.97	3.38	2.97	3.12	2.64
18	VA Southern Arizona HCS - 678	81	3.04	2.33	2.61	2.89	3.23	2.97	3.05	2.63

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Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Education	Child care	Family Reconcilia- tion	Discharge Upgrade	Spiritual	Incarcerated Veterans	Elder Healthcare	Credit Counseling
18	VAMC Amarillo, TX - 504	10	3.11	2.78	2.67	3.13	2.89	2.44	2.89	2.56
18	VA West Texas HCS - 519	18	3.13	2.62	2.93	3.07	3.80	3.60	3.93	3.53
18	VAMC Phoenix, AZ - 644	67	3.10	3.00	3.21	3.34	3.58	3.21	3.25	3.14
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	0
19	VA Southern Colorado HCS, (Colorado Springs-567)	28	2.75	2.59	2.81	2.79	3.41	2.56	2.78	2.70
19	VAM&ROC Cheyenne, WY - 442	68	2.98	2.59	2.62	2.79	3.47	2.71	3.02	2.91
19	VA Eastern Colorado HCS (VAMC Denver - 554)	14	2.73	2.40	2.27	2.50	3.78	2.75	3.00	2.40
19	VAMC Grand Junction, CO - 575	22	2.56	2.53	2.33	2.58	3.50	2.50	3.06	2.33
19	VAMC Salt Lake City, UT - 660	21	2.80	2.45	2.50	2.95	3.32	2.75	2.95	2.65
19	VAMC Sheridan, WY - 666	14	3.23	2.54	3.00	3.42	4.00	2.92	3.90	2.62
20	VA Alaska HCS & RO - 463	22	2.84	2.61	2.74	2.63	3.06	2.58	2.67	2.83
20	VA DOM White City, OR - 692	31	3.35	2.45	2.52	2.91	3.65	2.83	3.55	2.82
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	49	2.78	2.14	2.18	2.56	3.00	2.40	2.62	2.38
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	63	2.60	1.96	2.13	2.49	2.69	2.14	2.29	2.39
20	VAMC Boise, ID - 531	23	2.86	2.45	2.50	2.61	2.80	2.42	2.63	2.40
20	VAMC Portland, OR - 648	34	2.70	1.81	2.13	2.72	3.28	2.55	2.91	2.16
20	VAMC Spokane, WA - 668	42	3.43	2.68	3.19	3.42	3.53	3.32	3.67	3.43
20	VAMC Walla Walla, WA - 687	33	2.41	1.97	1.97	2.17	3.06	2.18	2.81	2.38
21	VA Central California HCS, CA - 570	0
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	0
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	64	2.69	2.05	2.38	2.47	3.34	2.69	2.75	2.51
21	VA Sierra Nevada HCS, NV - 654	20	2.95	2.53	2.84	2.84	3.21	3.11	3.74	3.05
21	VAM&ROC Honolulu, HI - 459	89	2.71	2.49	2.47	2.81	3.07	2.65	2.84	2.61
21	VAMC San Francisco, CA - 662	35	2.85	2.09	2.34	2.58	3.36	2.06	3.15	2.44

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Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Education	Child care	Family Reconcilia- tion	Discharge Upgrade	Spiritual	Incarcerated Veterans	Elder Healthcare	Credit Counseling
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	68	3.50	2.52	2.92	3.08	3.32	3.37	3.47	2.85
22	VA Southern Nevada HCS - 593	149	2.82	2.33	2.44	2.85	3.11	2.76	2.83	2.61
22	VAMC Loma Linda, CA - 605	44	2.64	2.34	2.45	2.66	2.93	2.57	2.68	2.34
22	VAMC Long Beach, CA - 600	40	3.37	2.57	2.51	2.85	3.23	3.47	3.34	2.44
22	VAMC San Diego, CA - 664	43	3.23	2.58	2.73	2.67	3.00	2.78	2.95	2.58
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	12	3.27	2.58	2.67	2.58	3.27	3.00	2.83	2.75
23	VAH&ROC Sioux Falls, SD - 438	62	2.79	2.47	2.67	2.84	3.20	2.59	3.14	2.75
23	VAM&ROC Fargo, ND - 437	66	3.13	2.56	2.65	3.34	3.56	3.00	3.25	2.81
23	VAMC Minneapolis, MN - 618, and Superior, WI	23	3.30	2.62	2.52	3.05	3.19	2.43	3.13	2.86
23	VAMC St. Cloud, MN - 656	20	2.65	2.25	2.40	3.00	3.60	3.05	3.65	3.35
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	14	2.71	2.08	2.38	2.71	2.62	3.15	3.21	2.21
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	51	3.00	2.63	2.85	3.05	3.43	2.62	3.35	2.88
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	25	2.59	2.41	2.77	2.77	3.23	2.77	3.09	2.65
23	VAMC Iowa City, IA - 584	124	3.13	2.74	2.79	3.01	3.35	2.67	3.15	2.78

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Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Legal Child Support	Legal Warrants/ Fines	Social Network
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	62	2.70	2.76	3.09
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	123	2.41	2.45	2.79
1	VAM&ROC Togus, ME - 402	27	2.23	2.19	2.62
1	VAM&ROC White River Junction, VT - 405	9	2.56	2.75	3.56
1	VAMC Manchester, NH - 608	23	2.33	2.09	2.65
1	VAMC Northampton, MA - 631 (Leeds)	25	2.32	2.41	2.91
1	VAMC Providence, RI - 650, Bristol, RI	19	2.47	2.74	3.00
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	72	2.41	2.31	2.55
2	VAMC Albany, NY - 500	52	2.89	2.70	3.13
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	36	2.66	2.68	3.08
2	VAMC Syracuse, NY - 670	52	2.57	2.53	2.94
2	VAMC Bath, NY	13	2.60	2.56	2.78
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	31	2.50	2.57	3.37
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	54	2.92	3.03	3.28
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	65	2.35	2.44	2.75
3	VAMC Northport, NY - 632	52	2.93	2.93	3.25
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	62	2.68	2.57	3.12
4	VAM&ROC Wilmington, DE - 460	13	2.75	2.75	3.08
4	VAMC Altoona, PA - 503	59	3.04	2.90	3.35
4	VAMC Butler, PA - 529	29	3.04	2.80	3.28
4	VAMC Clarksburg, WV - 540	44	2.61	2.60	3.10
4	VAMC Coatesville - 542	23	2.63	2.74	3.40

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VISN	VA Facility - 2009 Name	Respondents N=	Legal Child Support	Legal Warrants/ Fines	Social Network
4	VAMC Erie, PA - 562	37	2.61	2.58	3.59
4	VAMC Lebanon, PA - 595	28	2.73	2.65	2.88
4	VAMC Philadelphia, PA - 642	58	2.37	2.35	2.75
4	VAMC Wilkes-Barre, PA - 693	93	2.35	2.25	2.86
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	28	2.48	2.33	2.38
5	VAMC Martinsburg, WV - 613	21	2.67	2.29	2.67
5	VAMC Washington, DC - 688	123	2.30	2.29	2.46
6	VAMC Asheville, NC - 637	29	2.81	2.56	2.89
6	VAMC Beckley, WV - 517	19	1.88	2.00	2.71
6	VAMC Durham, NC - 558	50	2.00	1.93	2.16
6	VAMC Fayetteville, NC - 565	42	2.25	2.20	2.38
6	VAMC Hampton, VA - 590	88	2.21	2.25	2.69
6	VAMC Richmond, VA - 652	28	1.79	1.84	2.43
6	VAMC Salem, VA - 658	30	2.48	2.33	2.82
6	VAMC Salisbury, NC - 659	62	2.39	2.35	2.69
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	0	.	.	.
7	VAMC - Augusta, GA - 509	31	2.30	2.27	2.60
7	VAMC Atlanta, GA - 508 (Decatur, GA)	17	2.29	2.06	2.94
7	VAMC Birmingham, AL - 521	24	3.05	2.82	3.14
7	VAMC Charleston, SC - 534	56	2.87	2.84	3.36
7	VAMC Columbia, SC - 544	39	2.53	2.37	2.74
7	VAMC Dublin, GA - 557	42	2.42	2.35	2.90
7	VAMC Tuscaloosa, AL - 679	27	2.72	2.72	3.52
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	60	2.48	2.38	2.81
8	VAH Tampa, FL - 673	39	2.45	2.39	2.66
8	VAMC Bay Pines - 516	110	2.32	2.36	2.72
8	VAMC Miami, FL - 546	46	2.83	2.86	3.08
8	VAMC West Palm Beach, FL - 548	37	2.68	2.48	2.72

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Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Legal Child Support	Legal Warrants/ Fines	Social Network
8	VAMC San Juan, PR - 672	14	2.88	2.50	3.63
8	VAMC Orlando, FL-675	38	2.56	2.65	2.91
9	VAMC Huntington, WV - 581	31	2.63	2.58	2.74
9	VAMC Lexington, KY - 596	17	2.47	2.53	3.12
9	VAMC Louisville, KY - 603	93	2.74	2.74	3.09
9	VAMC Memphis, TN - 614	10	2.50	2.63	2.75
9	VAMC Mountain Home, TN - 621	8	2.88	2.63	2.63
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	42	2.67	2.77	3.03
10	VAMC Chillicothe, OH - 538	102	2.57	2.51	2.87
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	44	2.45	2.45	3.00
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	31	2.73	2.73	3.03
10	VAMC Dayton, OH - 552	14	2.20	1.90	2.60
10	VAOPC Columbus, OH - 757 (Grove City, OH)	31	2.54	2.69	3.07
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	30	2.68	2.66	3.00
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	37	2.13	2.13	2.73
11	VAMC Battle Creek, MI - 515	32	3.13	2.96	3.00
11	VAMC Danville, IL - 550	56	2.45	2.35	2.82
11	VAMC Detroit, MI - 553	43	2.43	2.36	2.65
11	VAMC Indianapolis - 583	28	2.04	2.04	3.00
11	VAMC Saginaw, MI - 655	42	2.59	2.53	2.95
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	23	2.48	2.50	3.09
12	VAH Madison, WI - 607	46	2.71	2.60	3.10
12	VAMC Iron Mountain, MI - 585	16	2.33	2.33	2.54
12	VAMC Milwaukee, WI - 695	186	2.49	2.57	2.88
12	VAMC North Chicago, IL - 556	18	2.80	2.87	2.86
12	VAMC Tomah, WI - 676	13	2.69	2.62	3.23

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VISN	VA Facility - 2009 Name	Respondents N=	Legal Child Support	Legal Warrants/ Fines	Social Network
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	31	2.19	2.07	3.19
15	VAH Columbia, MO - 543	123	2.48	2.42	2.78
15	VAM&ROC Wichita, KS - 452	44	2.74	2.67	2.90
15	VAMC Kansas City, MO - 589	20	2.44	2.69	3.06
15	VAMC Marion, IL - 609	23	2.10	1.95	2.32
15	VAMC Poplar Bluff, MO - 647	32	2.89	2.79	3.00
15	VAMC St. Louis, MO - 657	0	.	.	.
15	VAMC Topeka - 677	23	2.77	2.65	3.15
16	VA Central Arkansas HCS - 598	30	2.77	3.12	3.19
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	28	2.54	2.26	3.17
16	VAMC Alexandria, LA - 502	69	2.42	2.48	2.92
16	VAMC Fayetteville, AR - 564	28	3.08	3.00	3.13
16	VAMC Houston, TX - 580	21	3.05	3.35	3.55
16	VAMC Jackson, MS - 586	15	3.08	2.92	3.33
16	VAMC New Orleans, LA - 629	32	2.85	2.89	3.15
16	VAMC Oklahoma City, OK - 635	39	2.41	2.38	2.82
16	VAMC Shreveport, LA - 667	57	2.54	2.62	3.11
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	29	2.48	2.52	2.86
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	35	2.38	2.44	2.91
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	93	2.69	2.76	2.98
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	24	2.57	2.57	2.90
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	88	2.28	2.35	2.77
18	El Paso VA HCS, TX - 756	30	2.83	3.00	3.21
18	VA New Mexico HCS - 501	11	2.36	2.36	2.36
18	VA Northern Arizona HCS - 649	43	2.48	2.61	2.71
18	VA Southern Arizona HCS - 678	81	2.57	2.83	3.00

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Legal Child Support	Legal Warrants/ Fines	Social Network
18	VAMC Amarillo, TX - 504	10	2.89	2.78	2.89
18	VA West Texas HCS - 519	18	3.07	3.00	3.14
18	VAMC Phoenix, AZ - 644	67	3.11	3.09	3.28
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	0	.	.	.
19	VA Southern Colorado HCS, (Colorado Springs-567)	28	2.56	2.48	2.61
19	VAM&ROC Cheyenne, WY - 442	68	2.76	2.57	2.73
19	VA Eastern Colorado HCS (VAMC Denver - 554)	14	2.25	2.60	2.83
19	VAMC Grand Junction, CO - 575	22	2.47	2.20	2.63
19	VAMC Salt Lake City, UT - 660	21	2.26	2.20	2.75
19	VAMC Sheridan, WY - 666	14	2.77	2.93	3.46
20	VA Alaska HCS & RO - 463	22	2.47	2.42	2.53
20	VA DOM White City, OR - 692	31	2.65	2.61	3.09
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	49	2.23	2.21	2.61
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	63	2.19	2.11	2.23
20	VAMC Boise, ID - 531	23	2.45	2.35	2.62
20	VAMC Portland, OR - 648	34	2.12	2.09	2.45
20	VAMC Spokane, WA - 668	42	3.08	2.86	3.50
20	VAMC Walla Walla, WA - 687	33	1.97	1.84	2.58
21	VA Central California HCS, CA - 570	0	.	.	.
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	0	.	.	.
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	64	2.30	2.46	2.56
21	VA Sierra Nevada HCS, NV - 654	20	2.89	2.95	3.05
21	VAM&ROC Honolulu, HI - 459	89	2.57	2.53	2.79
21	VAMC San Francisco, CA - 662	35	2.42	2.52	2.50

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2009 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

VISN	VA Facility - 2009 Name	Respondents N=	Legal Child Support	Legal Warrants/ Fines	Social Network
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	68	2.90	2.97	3.42
22	VA Southern Nevada HCS - 593	149	2.48	2.55	2.85
22	VAMC Loma Linda, CA - 605	44	2.43	2.48	2.66
22	VAMC Long Beach, CA - 600	40	2.64	2.97	2.97
22	VAMC San Diego, CA - 664	43	2.63	3.08	2.88
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	12	2.75	2.67	2.92
23	VAH&ROC Sioux Falls, SD - 438	62	2.32	2.22	2.68
23	VAM&ROC Fargo, ND - 437	66	2.55	2.56	3.18
23	VAMC Minneapolis, MN - 618, and Superior, WI	23	2.65	2.61	2.64
23	VAMC St. Cloud, MN - 656	20	2.80	2.68	2.90
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	14	2.14	2.14	2.64
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	51	2.59	2.49	2.98
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	25	2.50	2.45	2.95
23	VAMC Iowa City, IA - 584	124	2.74	2.63	2.98

5 point scale: 1= unmet need ... 5 = met need

Appendix 3: 2009 CHALENG Needs Score by Network - All Participants

VISN	All Respondents N=	Hygiene	Food	Clothing	Emergency Shelter	Transitional Housing	Permanent Housing	Detox	Substance Abuse Treatment	Emotional/Psychiatric Services	Dual Diagnosis Treatment	Family Counseling	Medical Services
1	628	3.65	3.83	3.72	3.63	3.47	2.87	3.70	3.75	3.78	3.60	3.00	3.95
2	405	3.61	3.88	3.65	3.35	3.26	2.73	3.49	3.76	3.57	3.35	3.05	4.02
3	521	3.68	3.74	3.51	3.65	3.40	2.84	3.79	3.93	3.70	3.50	3.09	4.11
4	835	3.78	3.97	3.73	3.52	3.30	2.89	3.80	3.98	3.86	3.66	3.25	4.13
5	462	3.59	3.79	3.55	3.34	3.00	2.51	3.65	3.78	3.55	3.31	2.81	3.95
6	690	3.53	3.65	3.53	3.18	2.98	2.43	3.47	3.65	3.45	3.28	2.86	3.75
7	949	3.79	3.86	3.56	3.60	3.52	2.97	3.81	4.04	3.80	3.61	3.19	4.05
8	1,122	3.70	3.73	3.54	3.31	3.37	2.65	3.55	3.69	3.59	3.35	2.97	4.09
9	525	3.77	4.02	3.73	3.72	3.73	3.03	3.73	3.91	3.73	3.51	3.08	3.97
10	562	3.78	4.12	3.60	3.52	3.30	2.82	3.78	3.96	3.79	3.52	2.94	4.05
11	673	3.68	3.92	3.66	3.67	3.37	2.86	3.60	3.82	3.71	3.47	3.19	3.98
12	859	3.76	3.93	3.64	3.39	3.18	2.69	3.74	3.86	3.62	3.42	2.98	3.98
15	1,064	3.64	3.66	3.49	3.34	3.27	2.86	3.77	3.87	3.78	3.70	3.38	3.81
16	953	3.74	3.93	3.58	3.64	3.68	2.91	3.74	3.98	3.79	3.50	3.13	4.09
17	828	3.74	3.88	3.51	3.54	3.40	2.65	3.49	3.81	3.56	3.36	2.88	4.03
18	1,330	3.70	3.52	3.12	3.73	3.59	2.66	4.03	4.09	3.86	3.85	3.65	3.93
19	479	3.80	3.98	3.71	3.65	3.48	2.69	3.53	3.71	3.63	3.39	2.95	3.96
20	932	3.55	3.68	3.39	3.28	3.19	2.77	3.48	3.76	3.53	3.34	3.06	3.77
21	593	3.70	3.82	3.54	3.39	3.38	2.53	3.49	3.85	3.71	3.40	2.93	4.11
22	1,372	3.73	3.81	3.49	3.52	3.60	2.86	3.68	3.83	3.61	3.39	3.10	4.02
23	730	3.61	3.91	3.66	3.53	3.24	2.84	3.64	3.72	3.60	3.43	3.18	4.02

5 point scale: 1= unmet need ... 5 = met need

Appendix 3: 2009 CHALENG Needs Score by Network - All Participants

VISN	All Respondents N=	Women's Health Care	Help With Medication	Drop-in Center	AIDS/HIV Testing/ Counseling	TB Testing	TB Treatment	Hepatitis C Testing	Dental Care	Eye Care	Glasses	VA Disability/ Pension	Welfare Payments
1	628	3.28	3.73	3.26	3.57	3.97	3.63	3.76	2.85	3.51	3.48	3.23	2.98
2	405	3.17	3.68	3.17	3.51	3.85	3.65	3.76	3.20	3.53	3.52	3.28	2.98
3	521	3.27	3.91	3.24	3.91	4.09	3.91	3.99	3.18	3.89	3.83	3.06	3.05
4	835	3.49	3.90	3.33	3.73	3.98	3.74	3.88	3.21	3.52	3.47	3.46	3.26
5	462	2.93	3.82	3.16	3.74	3.97	3.65	3.78	2.74	3.41	3.41	2.87	2.61
6	690	3.10	3.66	2.81	3.63	3.75	3.57	3.68	2.40	3.02	2.92	2.89	2.58
7	949	3.31	4.00	3.11	3.79	4.15	3.80	3.92	3.05	3.61	3.57	2.90	2.60
8	1,122	3.07	3.87	2.96	3.64	3.89	3.60	3.80	2.93	3.45	3.44	3.04	2.53
9	525	3.19	3.76	3.31	3.61	4.07	3.69	3.72	3.10	3.49	3.46	3.09	2.73
10	562	3.05	3.91	3.06	3.72	4.03	3.52	3.80	3.10	3.63	3.54	3.07	2.67
11	673	3.20	3.84	3.21	3.62	3.89	3.68	3.75	2.78	3.28	3.24	3.12	2.86
12	859	3.16	3.82	3.11	3.52	4.00	3.72	3.77	3.03	3.30	3.18	3.12	2.75
15	1,064	3.48	3.82	3.29	3.79	3.98	3.84	3.93	2.57	3.09	3.02	3.08	3.04
16	953	3.14	3.94	3.34	3.72	4.04	3.63	3.83	2.89	3.21	3.19	3.11	2.70
17	828	3.07	3.89	2.93	3.68	4.05	3.65	3.74	3.09	3.29	3.23	3.09	2.54
18	1,330	3.73	3.93	3.56	4.04	4.21	4.07	4.08	2.53	2.96	2.91	3.15	3.24
19	479	3.05	3.83	2.99	3.47	3.99	3.46	3.72	2.99	3.22	3.20	3.06	2.61
20	932	3.27	3.71	3.13	3.62	3.87	3.62	3.79	2.72	3.13	3.10	3.02	2.93
21	593	3.12	3.88	3.18	3.68	4.09	3.71	3.93	2.99	3.39	3.31	3.15	2.90
22	1,372	3.14	3.82	3.12	3.54	4.11	3.65	3.73	2.91	3.25	3.16	3.07	2.75
23	730	3.25	3.76	3.02	3.48	3.66	3.44	3.63	2.72	3.20	3.15	3.30	3.01

5 point scale: 1= unmet need ... 5 = met need

Appendix 3: 2009 CHALENG Needs Score by Network - All Participants

VISN	All Respondents N=	SSI/SSD Process	Guardianship (Financial)	Help Managing Money	Job Training	Job Placement	Help Getting ID/ Documents	Transportation	Education	Child care	Family Reconciliation	Discharge Upgrade
1	628	3.14	2.89	2.98	3.05	3.07	3.50	3.33	3.23	2.57	2.70	2.97
2	405	3.04	2.71	2.94	3.02	3.11	3.47	3.20	3.14	2.46	2.78	3.00
3	521	2.92	2.83	3.09	2.99	3.02	3.50	3.25	3.15	2.62	2.78	2.96
4	835	3.27	3.04	3.13	3.09	3.22	3.58	3.21	3.25	2.72	2.88	3.09
5	462	2.87	2.59	2.85	2.84	2.90	3.44	3.17	3.06	2.42	2.57	2.72
6	690	2.66	2.51	2.83	2.69	2.74	3.23	2.92	2.91	2.27	2.48	2.79
7	949	2.83	2.74	3.11	2.93	3.00	3.58	3.42	3.17	2.70	2.76	2.98
8	1,122	2.73	2.68	3.06	2.80	2.81	3.52	3.22	3.07	2.48	2.62	2.93
9	525	2.92	2.88	3.16	3.09	3.20	3.64	3.39	3.18	2.57	2.67	2.97
10	562	2.75	2.77	3.06	2.93	3.01	3.60	3.42	3.13	2.49	2.58	2.91
11	673	2.99	2.83	3.00	2.99	3.03	3.63	3.31	3.26	2.57	2.78	2.93
12	859	2.88	2.78	3.04	2.80	2.87	3.36	3.15	3.04	2.52	2.60	2.97
15	1,064	2.94	3.24	3.26	2.97	3.03	3.42	2.92	3.26	3.12	3.14	3.24
16	953	2.93	2.77	3.12	2.96	3.11	3.58	3.48	3.21	2.64	2.77	3.07
17	828	2.72	2.72	3.17	2.77	2.88	3.53	3.27	2.91	2.41	2.55	2.91
18	1,330	3.12	3.45	3.53	3.09	2.93	3.35	3.07	3.41	3.53	3.49	3.44
19	479	2.72	2.79	3.08	2.69	2.95	3.42	3.17	3.00	2.56	2.62	2.89
20	932	2.91	2.89	3.13	3.00	3.07	3.43	3.19	3.13	2.74	2.78	2.99
21	593	3.05	2.78	3.10	3.01	3.05	3.48	3.21	3.06	2.46	2.57	2.80
22	1,372	2.88	2.77	3.10	3.06	3.11	3.55	3.44	3.16	2.56	2.71	2.86
23	730	3.07	2.92	3.06	3.06	3.21	3.49	3.29	3.14	2.68	2.79	3.09

5 point scale: 1= unmet need ... 5 = met need

Appendix 3: 2009 CHALENG Needs Score by Network - All Participants

VISN	All Respondents N=	Spiritual	Incarcerated Veterans	Elder Healthcare	Credit Counseling	Legal Child Support	Legal Warrants/ Fines	Social Network
1	628	3.41	2.91	3.24	2.74	2.64	2.75	3.22
2	405	3.45	3.00	3.01	2.78	2.77	2.64	3.14
3	521	3.44	2.93	3.10	2.82	2.70	2.75	3.18
4	835	3.66	2.96	3.32	2.90	2.72	2.70	3.21
5	462	3.38	2.69	2.90	2.75	2.56	2.54	2.99
6	690	3.29	2.58	2.83	2.64	2.35	2.38	2.84
7	949	3.73	2.89	3.08	2.74	2.71	2.70	3.15
8	1,122	3.44	2.90	3.07	2.77	2.64	2.68	3.01
9	525	3.55	2.97	3.06	2.81	2.74	2.79	3.16
10	562	3.59	2.80	2.93	2.63	2.53	2.56	3.05
11	673	3.62	2.86	3.15	2.86	2.65	2.69	3.07
12	859	3.47	2.89	3.17	2.68	2.57	2.63	3.09
15	1,064	3.83	3.31	3.47	3.03	3.00	2.99	3.23
16	953	3.65	2.98	3.17	2.89	2.70	2.79	3.23
17	828	3.63	2.83	3.05	2.81	2.43	2.69	3.07
18	1,330	3.89	3.55	3.63	3.32	3.35	2.96	3.50
19	479	3.57	2.79	2.99	2.77	2.53	2.58	2.99
20	932	3.45	2.93	3.11	2.92	2.75	2.64	3.09
21	593	3.38	2.86	2.98	2.88	2.69	2.80	3.06
22	1,372	3.42	3.01	3.02	2.74	2.73	2.98	3.16
23	730	3.52	2.91	3.23	2.88	2.69	2.71	3.13

5 point scale: 1= unmet need ... 5 = met need

Appendix 4: 2009 CHALENG Integration/Implementation Scores by VA Facility –
Community Representatives Assessment

VISN	VA Facility - 2009 Name	Provider Respondents N=	VA Access*	VA Service Coordina tion*	Regular Meetings	Service Co- Location	Cross Training	Interagency Agreement	Client Tracking	Joint Funding
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	31	3.74	3.90	3.23	2.54	2.69	2.85	2.19	2.23
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	111	3.29	3.37	2.61	1.70	1.93	2.15	1.46	1.73
1	VAM&ROC Togus, ME - 402	12	2.92	3.33	2.73	2.27	2.00	2.10	1.80	1.73
1	VAM&ROC White River Junction, VT - 405	1	4.00	4.00	4.00	3.00	3.00	2.00	2.00	2.00
1	VAMC Manchester, NH - 608	2	3.00	3.50	3.00	2.00	3.00	2.50	2.50	2.50
1	VAMC Northampton, MA - 631 (Leeds)	25	3.43	3.22	2.59	2.05	1.55	2.14	1.36	1.58
1	VAMC Providence, RI - 650, Bristol, RI	11	3.82	4.09	2.60	1.80	2.10	2.44	1.20	1.80
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	53	3.04	3.06	2.02	1.68	1.59	1.58	1.36	1.23
2	VAMC Albany, NY - 500	33	3.72	3.78	3.03	2.14	2.45	2.59	2.07	1.57
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	28	3.59	3.46	1.96	1.56	1.84	1.96	1.46	1.32
2	VAMC Syracuse, NY - 670	44	3.70	4.02	2.66	1.61	1.95	2.30	1.67	1.36
2	VAMC Bath, NY	13	3.00	3.33	2.30	1.20	1.80	1.10	1.30	1.00
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	21	3.39	3.72	2.65	2.30	2.10	2.11	1.89	1.79
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	42	3.29	3.53	2.97	2.03	2.37	2.69	1.71	1.88
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	52	3.52	3.69	2.73	2.24	2.35	2.61	1.96	1.94
3	VAMC Northport, NY - 632	23	3.65	3.87	2.43	1.65	2.04	2.22	1.48	1.70
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	14	3.71	3.71	2.79	1.67	2.17	2.00	1.60	1.27
4	VAM&ROC Wilmington, DE - 460	7	4.43	3.86	3.17	2.17	2.17	2.67	1.50	1.83
4	VAMC Altoona, PA - 503	50	3.69	3.70	2.10	1.55	1.68	1.95	1.32	1.32
4	VAMC Butler, PA - 529	23	3.95	4.00	2.78	1.91	2.26	2.64	1.36	2.14
4	VAMC Clarksburg, WV - 540	33	3.93	4.04	2.81	1.58	2.06	2.33	1.68	1.71

5 point scale: 1= unmet need ... 5 = met need

Appendix 4: 2009 CHALENG Integration/Implementation Scores by VA Facility –
Community Representatives Assessment

VISN	VA Facility - 2009 Name	Provider Respondents N=	VA Access*	VA Service Coordina tion*	Regular Meetings	Service Co- Location	Cross Training	Interagency Agreement	Client Tracking	Joint Funding
4	VAMC Coatesville - 542	9	3.75	3.63	2.29	1.86	2.13	2.43	1.57	1.57
4	VAMC Erie, PA - 562	27	3.56	3.88	2.70	1.81	2.22	2.33	1.88	2.00
4	VAMC Lebanon, PA - 595	22	3.48	3.48	2.10	2.20	2.05	2.10	1.30	1.38
4	VAMC Philadelphia, PA - 642	33	3.48	3.66	2.50	2.04	2.26	2.42	1.71	1.67
4	VAMC Wilkes-Barre, PA - 693	76	3.92	3.86	2.69	1.93	2.00	2.32	1.77	1.78
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	19	2.82	3.06	2.67	1.60	2.14	2.67	1.79	1.86
5	VAMC Martinsburg, WV - 613	21	3.40	3.53	2.48	1.43	1.86	2.14	1.14	1.90
5	VAMC Washington, DC - 688	116	2.77	3.05	2.21	1.55	1.54	1.73	1.44	1.27
6	VAMC Asheville, NC - 637	21	4.17	4.37	3.43	2.00	2.62	2.50	1.38	2.10
6	VAMC Beckley, WV - 517	7	3.71	3.86	2.57	1.43	2.29	1.43	1.00	1.14
6	VAMC Durham, NC - 558	43	3.13	3.31	2.44	1.76	1.92	1.97	1.76	1.61
6	VAMC Fayetteville, NC - 565	40	2.87	2.85	2.38	1.83	1.64	1.88	1.41	1.83
6	VAMC Hampton, VA - 590	36	3.31	3.44	2.66	2.20	1.91	2.24	1.41	1.57
6	VAMC Richmond, VA - 652	6	3.00	3.40	2.50	2.00	1.80	1.83	1.00	1.00
6	VAMC Salem, VA - 658	20	3.74	3.47	2.17	1.71	1.67	2.06	1.53	1.28
6	VAMC Salisbury, NC - 659	45	3.57	3.86	2.47	2.22	2.23	2.29	1.27	1.67
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	0
7	VAMC - Augusta, GA - 509	17	3.38	3.14	1.93	1.93	1.67	2.14	1.87	1.60
7	VAMC Atlanta, GA - 508 (Decatur, GA)	3	4.00	3.67	2.67	2.00	2.67	2.67	2.50	2.33
7	VAMC Birmingham, AL - 521	22	3.29	3.14	2.00	1.40	1.71	2.05	1.57	1.45
7	VAMC Charleston, SC - 534	29	3.63	3.69	2.88	1.57	2.13	2.65	1.70	1.64
7	VAMC Columbia, SC - 544	34	3.09	3.28	2.53	1.91	2.00	2.31	1.91	1.63
7	VAMC Dublin, GA - 557	27	3.30	3.52	2.20	1.40	1.68	1.76	1.48	1.40
7	VAMC Tuscaloosa, AL - 679	15	3.92	3.83	2.71	1.79	2.07	2.07	1.79	2.00
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	49	3.59	3.82	3.04	2.00	1.95	2.41	1.47	1.76
8	VAH Tampa, FL - 673	24	3.05	3.33	2.67	1.83	1.71	1.71	1.24	1.38
8	VAMC Bay Pines - 516	44	3.29	3.25	2.44	1.80	1.78	2.13	1.67	1.56

5 point scale: 1= unmet need ... 5 = met need

Appendix 4: 2009 CHALENG Integration/Implementation Scores by VA Facility –
Community Representatives Assessment

VISN	VA Facility - 2009 Name	Provider Respondents N=	VA Access*	VA Service Coordina tion*	Regular Meetings	Service Co- Location	Cross Training	Interagency Agreement	Client Tracking	Joint Funding
8	VAMC Miami, FL - 546	44	3.80	3.90	2.54	1.95	2.21	2.50	2.06	2.03
8	VAMC West Palm Beach, FL - 548	26	3.80	3.82	2.22	1.87	2.09	2.18	1.64	1.64
8	VAMC San Juan, PR - 672	12	3.78	3.56	3.00	2.45	1.73	3.09	2.70	1.50
8	VAMC Orlando, FL-675	30	3.72	3.90	2.92	2.28	2.00	2.48	1.72	1.84
9	VAMC Huntington, WV - 581	22	3.86	3.76	2.86	2.23	2.23	2.50	1.55	1.81
9	VAMC Lexington, KY - 596	12	4.17	4.25	3.33	3.08	2.50	3.42	1.92	2.25
9	VAMC Louisville, KY - 603	37	3.69	3.83	2.54	2.00	2.23	2.29	2.00	1.74
9	VAMC Memphis, TN - 614	10	3.90	3.78	2.38	1.38	1.86	2.75	1.88	1.57
9	VAMC Mountain Home, TN - 621	5	4.00	3.60	2.50	2.00	1.50	1.75	1.00	1.25
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	13	3.69	4.15	2.91	1.36	1.73	2.73	2.18	2.36
10	VAMC Chillicothe, OH - 538	65	3.27	3.32	2.46	1.41	1.58	1.69	1.27	1.41
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	28	3.71	3.57	2.86	2.36	2.21	2.68	1.74	1.96
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	30	3.93	3.97	3.03	2.33	2.03	2.83	1.97	2.23
10	VAMC Dayton, OH - 552	9	3.38	3.43	3.00	1.50	1.80	2.20	1.20	2.00
10	VAOPC Columbus, OH - 757 (Grove City, OH)	16	4.13	4.27	3.20	2.19	1.87	3.00	1.36	1.93
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	22	3.71	4.19	3.33	2.35	2.00	2.80	1.52	1.52
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	35	3.21	3.15	2.15	1.67	1.64	1.94	1.52	1.61
11	VAMC Battle Creek, MI - 515	27	3.74	3.15	2.67	2.11	2.25	2.45	2.05	1.95
11	VAMC Danville, IL - 550	34	3.35	3.52	1.87	1.44	1.80	2.28	1.55	1.31
11	VAMC Detroit, MI - 553	29	3.29	3.66	1.79	1.50	1.43	1.62	1.43	1.29
11	VAMC Indianapolis - 583	0
11	VAMC Saginaw, MI - 655	15	3.53	3.80	2.75	1.62	1.92	1.83	1.58	1.33
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	16	3.75	3.94	3.29	2.21	2.21	3.07	1.86	2.21
12	VAH Madison, WI - 607	35	3.74	3.72	2.54	1.97	2.26	2.43	1.73	1.83
12	VAMC Iron Mountain, MI - 585	7	3.14	2.71	2.00	1.83	1.20	1.25	1.00	1.00

5 point scale: 1= unmet need ... 5 = met need

Appendix 4: 2009 CHALENG Integration/Implementation Scores by VA Facility –
Community Representatives Assessment

VISN	VA Facility - 2009 Name	Provider Respondents N=	VA Access*	VA Service Coordina tion*	Regular Meetings	Service Co- Location	Cross Training	Interagency Agreement	Client Tracking	Joint Funding
12	VAMC Milwaukee, WI - 695	85	3.33	3.20	2.29	1.93	1.80	2.29	1.78	1.70
12	VAMC North Chicago, IL - 556	16	3.87	3.33	1.77	1.38	1.31	1.79	1.15	1.23
12	VAMC Tomah, WI - 676	5	3.80	4.20	2.40	1.60	1.40	1.60	1.40	1.20
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	17	3.69	3.73	2.33	1.43	1.54	2.07	1.36	1.46
15	VAH Columbia, MO - 543	66	3.44	3.46	2.37	1.44	1.59	1.98	1.30	1.62
15	VAM&ROC Wichita, KS - 452	38	4.06	3.84	2.63	1.80	2.06	2.47	1.80	1.67
15	VAMC Kansas City, MO - 589	15	2.79	2.92	1.64	1.57	1.57	1.50	1.43	1.21
15	VAMC Marion, IL - 609	13	3.62	3.69	2.38	1.31	1.69	2.23	1.62	1.62
15	VAMC Poplar Bluff, MO - 647	16	3.36	3.13	2.57	1.07	1.75	1.54	1.07	1.31
15	VAMC St. Louis, MO - 657	0
15	VAMC Topeka - 677	13	4.38	3.77	2.92	1.50	1.67	2.17	1.67	1.83
16	VA Central Arkansas HCS - 598	24	3.91	3.77	2.81	2.06	2.38	2.50	2.25	1.94
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	11	3.50	3.60	2.18	3.27	1.55	2.27	1.55	1.18
16	VAMC Alexandria, LA - 502	39	3.32	3.50	2.21	1.61	1.59	1.94	1.69	1.35
16	VAMC Fayetteville, AR - 564	14	4.00	4.25	2.64	1.73	1.73	2.55	1.09	1.55
16	VAMC Houston, TX - 580	13	4.08	3.92	3.17	2.25	2.17	3.00	2.08	1.92
16	VAMC Jackson, MS - 586	14	4.00	3.77	2.93	2.36	2.29	2.71	2.00	1.86
16	VAMC New Orleans, LA - 629	22	3.18	3.23	2.76	2.19	2.36	2.60	1.67	2.33
16	VAMC Oklahoma City, OK - 635	27	3.70	3.62	2.52	1.85	1.96	2.04	1.52	1.52
16	VAMC Shreveport, LA - 667	25	3.84	3.92	2.46	1.46	1.96	2.21	1.43	1.38
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	26	3.42	3.77	2.48	1.95	1.91	2.33	1.81	1.60
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	31	3.74	3.94	2.83	2.13	2.30	2.47	1.90	1.57
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	59	3.43	3.29	2.00	1.77	2.00	2.06	1.70	1.49
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	17	2.76	3.18	2.44	1.73	1.88	1.88	1.19	1.31
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	48	3.27	3.04	1.98	1.44	1.65	1.62	1.67	1.40

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Appendix 4: 2009 CHALENG Integration/Implementation Scores by VA Facility –
Community Representatives Assessment

VISN	VA Facility - 2009 Name	Provider Respondents N=	VA Access*	VA Service Coordina tion*	Regular Meetings	Service Co- Location	Cross Training	Interagency Agreement	Client Tracking	Joint Funding
18	El Paso VA HCS, TX - 756	24	3.45	3.18	2.40	2.15	1.80	2.42	1.84	1.89
18	VA New Mexico HCS - 501	11	2.60	3.00	2.36	1.55	1.45	2.10	1.30	1.70
18	VA Northern Arizona HCS - 649	22	3.94	3.61	2.58	2.21	1.95	2.22	1.63	1.44
18	VA Southern Arizona HCS - 678	36	4.03	3.80	3.03	1.79	2.20	2.60	2.00	2.20
18	VAMC Amarillo, TX - 504	9	3.89	4.13	2.63	1.38	1.86	3.13	2.00	1.63
18	VA West Texas HCS - 519	7	3.86	4.00	3.00	1.80	1.40	2.20	1.20	1.40
18	VAMC Phoenix, AZ - 644	53	3.65	3.44	2.67	2.21	2.14	2.42	2.07	2.21
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	0
19	VA Southern Colorado HCS, (Colorado Springs-567)	27	3.38	3.20	2.32	1.22	1.67	1.65	1.22	1.06
19	VAM&ROC Cheyenne, WY - 442	54	3.32	3.29	2.28	1.57	1.76	1.87	1.57	1.43
19	VA Eastern Colorado HCS (VAMC Denver - 554)	14	3.36	3.71	3.14	1.36	1.83	3.58	1.21	1.75
19	VAMC Grand Junction, CO - 575	17	3.53	3.21	2.62	1.50	1.62	2.00	1.17	1.50
19	VAMC Salt Lake City, UT - 660	11	3.36	3.45	2.45	2.09	1.91	2.30	1.45	1.73
19	VAMC Sheridan, WY - 666	10	3.89	3.67	2.40	1.90	1.60	2.30	1.40	1.70
20	VA Alaska HCS & RO - 463	22	3.05	2.95	2.33	1.81	1.76	1.84	1.33	1.32
20	VA DOM White City, OR - 692	18	3.56	3.18	3.13	2.00	2.27	2.67	1.93	1.53
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	30	3.21	3.21	2.54	2.04	1.57	2.22	1.70	1.83
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	61	2.82	2.65	2.23	1.60	1.65	1.72	1.37	1.62
20	VAMC Boise, ID - 531	19	3.44	3.29	2.41	1.71	1.88	1.88	1.31	1.50
20	VAMC Portland, OR - 648	10	3.80	3.80	3.60	2.40	2.40	3.56	2.40	2.11
20	VAMC Spokane, WA - 668	26	4.04	4.04	2.92	2.25	2.39	2.83	1.92	1.96
20	VAMC Walla Walla, WA - 687	16	3.19	3.75	2.67	1.80	1.57	2.07	1.40	1.20
21	VA Central California HCS, CA - 570	0
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	0

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Appendix 4: 2009 CHALENG Integration/Implementation Scores by VA Facility –
Community Representatives Assessment

VISN	VA Facility - 2009 Name	Provider Respondents N=	VA Access*	VA Service Coordina tion*	Regular Meetings	Service Co- Location	Cross Training	Interagency Agreement	Client Tracking	Joint Funding
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	46	3.20	3.41	2.90	2.77	2.49	2.68	1.70	1.97
21	VA Sierra Nevada HCS, NV - 654	18	4.12	3.71	2.88	2.00	2.00	2.59	1.88	1.69
21	VAM&ROC Honolulu, HI - 459	65	3.38	3.35	2.63	2.00	1.96	2.55	1.98	2.00
21	VAMC San Francisco, CA - 662	30	3.59	3.31	2.28	1.61	1.90	2.07	1.34	1.48
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	39	3.71	3.76	3.09	2.40	2.53	2.81	1.68	1.45
22	VA Southern Nevada HCS - 593	110	3.53	3.54	2.75	2.05	2.06	2.68	1.79	1.80
22	VAMC Loma Linda, CA - 605	37	2.89	2.86	2.24	1.57	1.89	1.86	1.68	1.70
22	VAMC Long Beach, CA - 600	22	3.86	3.73	2.95	2.62	1.81	2.76	1.48	2.29
22	VAMC San Diego, CA - 664	33	3.59	3.63	2.91	2.19	2.13	2.81	1.81	2.44
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	12	3.33	3.50	2.92	2.64	2.17	2.50	1.92	2.09
23	VAH&ROC Sioux Falls, SD - 438	36	3.56	3.53	2.43	1.59	1.91	1.88	1.33	1.48
23	VAM&ROC Fargo, ND - 437	50	3.68	3.54	2.48	1.87	1.63	1.94	1.44	1.31
23	VAMC Minneapolis, MN - 618, and Superior, WI	16	3.44	3.69	3.33	2.81	2.73	3.27	2.20	2.20
23	VAMC St. Cloud, MN - 656	18	4.28	4.11	3.24	1.72	2.39	2.53	1.50	1.59
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	11	3.91	3.73	2.91	1.91	2.00	2.09	1.36	1.82
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	27	3.08	3.30	2.29	1.32	1.82	2.05	1.32	1.64
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	17	3.20	3.31	2.65	1.81	1.88	2.29	2.06	1.59
23	VAMC Iowa City, IA - 584	109	3.45	3.68	2.29	1.72	1.75	2	1.51	1.46

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Appendix 4: 2009 CHALENG Integration/Implementation Scores by VA Facility –
Community Representatives Assessment

VISN	VA Facility - 2009 Name	Provider Respondents N=	Standard Forms	Joint Service Teams	Combined Programs	Flexible Funding	Special Waivers	System Coordinator
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	31	2.19	2.79	2.50	1.81	2.20	2.23
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	111	1.65	2.11	1.81	1.60	1.60	1.74
1	VAM&ROC Togus, ME - 402	12	1.55	2.10	1.91	1.64	1.82	1.82
1	VAM&ROC White River Junction, VT - 405	1	2.00	3.00	3.00	2.00	2.00	4.00
1	VAMC Manchester, NH - 608	2	3.00	3.00	3.50	2.00	2.50	3.50
1	VAMC Northampton, MA - 631 (Leeds)	25	1.45	2.05	1.58	1.37	1.58	1.70
1	VAMC Providence, RI - 650, Bristol, RI	11	1.90	2.60	1.90	1.40	1.90	1.70
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	53	1.31	1.67	1.35	1.19	1.26	1.33
2	VAMC Albany, NY - 500	33	2.47	2.50	2.04	1.34	1.62	2.14
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	28	1.40	1.68	1.60	1.48	1.44	1.60
2	VAMC Syracuse, NY - 670	44	1.50	2.02	1.85	1.56	1.54	1.68
2	VAMC Bath, NY	13	1.20	1.40	1.30	1.20	1.00	1.50
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	21	2.15	2.37	2.15	1.80	1.74	2.10
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	42	1.97	2.51	2.35	1.77	2.03	2.36
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	52	2.33	2.61	2.22	2.12	2.00	2.20
3	VAMC Northport, NY - 632	23	2.17	2.23	2.27	1.70	1.57	1.65
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	14	1.82	2.27	1.91	1.50	1.64	1.55
4	VAM&ROC Wilmington, DE - 460	7	2.00	2.83	2.17	1.33	1.83	1.67
4	VAMC Altoona, PA - 503	50	1.45	1.76	1.68	1.58	1.39	1.55
4	VAMC Butler, PA - 529	23	1.73	2.23	2.00	1.73	1.68	2.18
4	VAMC Clarksburg, WV - 540	33	1.87	2.26	2.10	1.55	1.68	1.77

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Appendix 4: 2009 CHALENG Integration/Implementation Scores by VA Facility –
Community Representatives Assessment

VISN	VA Facility - 2009 Name	Provider Respondents N=	Standard Forms	Joint Service Teams	Combined Programs	Flexible Funding	Special Waivers	System Coordinator
4	VAMC Coatesville - 542	9	1.57	2.00	1.86	1.71	1.71	1.57
4	VAMC Erie, PA - 562	27	2.04	2.12	2.00	1.83	1.83	2.08
4	VAMC Lebanon, PA - 595	22	1.55	1.80	2.00	1.43	1.75	1.45
4	VAMC Philadelphia, PA - 642	33	1.93	2.50	2.25	1.96	2.04	2.00
4	VAMC Wilkes-Barre, PA - 693	76	2.01	2.34	2.33	1.67	1.79	2.07
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	19	1.86	2.07	2.14	1.80	1.50	2.21
5	VAMC Martinsburg, WV - 613	21	1.48	1.95	1.67	1.33	1.29	1.62
5	VAMC Washington, DC - 688	116	1.50	1.75	1.62	1.42	1.43	1.66
6	VAMC Asheville, NC - 637	21	1.71	2.52	2.35	1.76	1.81	1.95
6	VAMC Beckley, WV - 517	7	1.14	2.00	1.71	1.29	1.29	1.57
6	VAMC Durham, NC - 558	43	1.78	1.92	2.05	1.58	1.67	1.84
6	VAMC Fayetteville, NC - 565	40	1.42	1.69	1.57	1.41	1.35	1.44
6	VAMC Hampton, VA - 590	36	1.74	2.03	2.06	1.63	1.63	2.00
6	VAMC Richmond, VA - 652	6	1.20	2.33	1.60	1.40	1.83	1.40
6	VAMC Salem, VA - 658	20	1.28	1.89	1.67	1.28	1.44	1.61
6	VAMC Salisbury, NC - 659	45	1.69	2.51	2.20	1.59	1.44	2.17
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	0
7	VAMC - Augusta, GA - 509	17	1.80	1.86	1.93	1.60	1.73	1.80
7	VAMC Atlanta, GA - 508 (Decatur, GA)	3	2.67	2.33	2.67	2.33	1.00	3.00
7	VAMC Birmingham, AL - 521	22	1.52	1.76	1.76	1.57	1.48	1.67
7	VAMC Charleston, SC - 534	29	2.05	2.23	1.83	1.55	1.91	2.00
7	VAMC Columbia, SC - 544	34	2.06	2.13	2.10	1.61	1.84	1.87
7	VAMC Dublin, GA - 557	27	1.56	2.04	1.48	1.44	1.52	1.58
7	VAMC Tuscaloosa, AL - 679	15	1.64	2.14	2.07	1.36	1.50	1.86
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	49	2.00	2.74	2.31	1.60	1.88	2.05
8	VAH Tampa, FL - 673	24	1.41	1.82	1.73	1.69	1.81	1.75
8	VAMC Bay Pines - 516	44	1.77	1.90	1.92	1.46	1.50	1.98

5 point scale: 1= unmet need ... 5 = met need

Appendix 4: 2009 CHALENG Integration/Implementation Scores by VA Facility –
Community Representatives Assessment

VISN	VA Facility - 2009 Name	Provider Respondents N=	Standard Forms	Joint Service Teams	Combined Programs	Flexible Funding	Special Waivers	System Coordinator
8	VAMC Miami, FL - 546	44	2.25	2.39	2.31	1.69	1.77	2.24
8	VAMC West Palm Beach, FL - 548	26	2.05	2.29	1.95	1.90	1.95	1.86
8	VAMC San Juan, PR - 672	12	2.10	3.18	2.22	1.78	1.89	2.60
8	VAMC Orlando, FL-675	30	2.09	2.67	2.21	1.83	2.00	2.30
9	VAMC Huntington, WV - 581	22	1.73	2.55	2.14	1.86	1.77	2.23
9	VAMC Lexington, KY - 596	12	2.00	2.83	2.25	1.75	2.00	2.42
9	VAMC Louisville, KY - 603	37	2.12	2.34	2.14	1.66	1.77	1.89
9	VAMC Memphis, TN - 614	10	2.14	2.38	1.88	1.29	1.75	1.75
9	VAMC Mountain Home, TN - 621	5	1.75	2.25	1.50	1.00	1.25	1.50
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	13	1.73	1.64	1.82	1.82	1.73	1.64
10	VAMC Chillicothe, OH - 538	65	1.51	1.70	1.63	1.32	1.25	1.67
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	28	1.70	2.19	2.11	1.96	2.04	2.11
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	30	2.23	2.87	2.50	2.00	1.90	2.07
10	VAMC Dayton, OH - 552	9	1.80	2.20	1.80	1.80	1.40	1.40
10	VAOPC Columbus, OH - 757 (Grove City, OH)	16	1.69	2.43	2.36	2.15	2.14	2.23
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	22	1.95	2.81	2.05	1.43	2.05	1.67
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	35	1.44	1.82	1.67	1.41	1.41	1.58
11	VAMC Battle Creek, MI - 515	27	2.10	2.15	2.05	1.80	1.90	2.05
11	VAMC Danville, IL - 550	34	1.64	1.70	1.82	1.36	1.52	1.56
11	VAMC Detroit, MI - 553	29	1.44	1.56	1.56	1.30	1.30	1.52
11	VAMC Indianapolis - 583	0
11	VAMC Saginaw, MI - 655	15	1.36	1.83	1.83	1.50	1.58	2.08
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	16	2.31	3.00	2.31	1.77	1.69	2.00
12	VAH Madison, WI - 607	35	1.88	2.35	2.11	1.77	1.71	1.91
12	VAMC Iron Mountain, MI - 585	7	1.20	1.80	1.60	1.20	1.40	1.80

5 point scale: 1= unmet need ... 5 = met need

Appendix 4: 2009 CHALENG Integration/Implementation Scores by VA Facility –
Community Representatives Assessment

VISN	VA Facility - 2009 Name	Provider Respondents N=	Standard Forms	Joint Service Teams	Combined Programs	Flexible Funding	Special Waivers	System Coordinator
12	VAMC Milwaukee, WI - 695	85	1.87	2.01	1.95	1.80	1.83	1.84
12	VAMC North Chicago, IL - 556	16	1.15	1.50	1.15	1.15	1.23	1.23
12	VAMC Tomah, WI - 676	5	1.60	1.80	1.80	1.20	2.20	1.40
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	17	1.46	1.92	1.86	1.31	1.77	1.46
15	VAH Columbia, MO - 543	66	1.43	1.95	1.87	1.44	1.42	1.70
15	VAM&ROC Wichita, KS - 452	38	1.87	2.33	1.93	1.87	1.83	2.10
15	VAMC Kansas City, MO - 589	15	1.14	1.36	1.36	1.14	1.36	1.21
15	VAMC Marion, IL - 609	13	1.83	2.00	1.92	1.50	1.58	1.83
15	VAMC Poplar Bluff, MO - 647	16	1.64	1.46	1.54	1.23	1.31	1.54
15	VAMC St. Louis, MO - 657	0
15	VAMC Topeka - 677	13	1.50	1.75	1.92	1.50	1.09	1.92
16	VA Central Arkansas HCS - 598	24	2.06	2.19	2.06	1.94	1.88	1.81
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	11	1.60	2.91	2.36	1.27	1.27	2.09
16	VAMC Alexandria, LA - 502	39	1.40	1.74	1.66	1.50	1.52	1.43
16	VAMC Fayetteville, AR - 564	14	1.73	2.36	1.82	1.64	1.36	1.55
16	VAMC Houston, TX - 580	13	1.92	2.42	2.00	2.00	2.08	2.25
16	VAMC Jackson, MS - 586	14	2.00	2.14	1.92	1.77	1.85	2.00
16	VAMC New Orleans, LA - 629	22	2.20	2.58	2.20	1.95	2.05	2.45
16	VAMC Oklahoma City, OK - 635	27	1.67	1.93	1.63	1.59	1.67	1.81
16	VAMC Shreveport, LA - 667	25	1.26	2.13	1.63	1.42	1.67	1.75
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	26	1.68	2.10	2.10	1.37	1.32	1.60
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	31	1.69	2.52	2.31	1.48	1.72	2.17
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	59	1.56	1.78	1.73	1.65	1.65	1.84
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	17	1.63	1.87	1.93	1.38	1.47	1.80
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	48	1.49	1.79	1.92	1.33	1.33	1.42

5 point scale: 1= unmet need ... 5 = met need

Appendix 4: 2009 CHALENG Integration/Implementation Scores by VA Facility –
Community Representatives Assessment

VISN	VA Facility - 2009 Name	Provider Respondents N=	Standard Forms	Joint Service Teams	Combined Programs	Flexible Funding	Special Waivers	System Coordinator
18	El Paso VA HCS, TX - 756	24	2.26	2.37	2.25	1.89	1.85	2.37
18	VA New Mexico HCS - 501	11	2.20	2.20	2.27	1.60	1.40	1.70
18	VA Northern Arizona HCS - 649	22	1.58	1.84	1.63	1.68	1.68	1.95
18	VA Southern Arizona HCS - 678	36	1.94	2.65	2.38	1.94	1.83	2.00
18	VAMC Amarillo, TX - 504	9	1.50	2.88	1.75	1.88	1.63	1.75
18	VA West Texas HCS - 519	7	1.60	1.80	1.60	1.40	1.20	1.40
18	VAMC Phoenix, AZ - 644	53	2.07	2.35	2.19	2.08	2.08	2.20
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	0
19	VA Southern Colorado HCS, (Colorado Springs-567)	27	1.22	1.82	1.61	1.35	1.18	1.28
19	VAM&ROC Cheyenne, WY - 442	54	1.70	1.83	1.85	1.66	1.63	1.66
19	VA Eastern Colorado HCS (VAMC Denver - 554)	14	1.85	3.21	2.50	1.64	1.82	2.09
19	VAMC Grand Junction, CO - 575	17	1.62	1.69	1.69	1.54	1.17	1.83
19	VAMC Salt Lake City, UT - 660	11	1.64	2.36	1.91	1.45	1.64	1.55
19	VAMC Sheridan, WY - 666	10	1.40	1.89	1.80	1.70	1.56	1.44
20	VA Alaska HCS & RO - 463	22	1.48	1.75	1.52	1.65	1.47	1.37
20	VA DOM White City, OR - 692	18	1.93	2.33	2.00	1.79	2.07	2.14
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	30	1.67	2.16	1.83	1.56	1.68	1.84
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	61	1.54	1.70	1.65	1.42	1.40	1.54
20	VAMC Boise, ID - 531	19	1.82	2.18	1.69	1.56	1.56	1.75
20	VAMC Portland, OR - 648	10	2.78	3.10	2.40	2.00	2.70	2.00
20	VAMC Spokane, WA - 668	26	2.04	2.39	2.52	1.61	1.52	1.91
20	VAMC Walla Walla, WA - 687	16	1.67	1.67	1.73	1.20	1.27	1.60
21	VA Central California HCS, CA - 570	0
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	0

5 point scale: 1= unmet need ... 5 = met need

Appendix 4: 2009 CHALENG Integration/Implementation Scores by VA Facility –
Community Representatives Assessment

VISN	VA Facility - 2009 Name	Provider Respondents N=	Standard Forms	Joint Service Teams	Combined Programs	Flexible Funding	Special Waivers	System Coordinator
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	46	2.03	2.32	2.05	1.79	1.66	1.84
21	VA Sierra Nevada HCS, NV - 654	18	1.88	2.29	2.35	1.75	1.81	2.13
21	VAM&ROC Honolulu, HI - 459	65	1.87	2.31	2.07	1.83	1.96	1.89
21	VAMC San Francisco, CA - 662	30	1.62	2.17	2.07	1.31	1.64	1.72
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	39	2.15	2.94	2.09	1.50	1.82	1.88
22	VA Southern Nevada HCS - 593	110	1.94	2.36	2.07	1.66	2.03	1.92
22	VAMC Loma Linda, CA - 605	37	1.70	2.05	1.84	1.68	1.81	1.92
22	VAMC Long Beach, CA - 600	22	2.10	3.00	2.00	1.90	2.19	2.05
22	VAMC San Diego, CA - 664	33	2.44	2.75	2.39	2.06	2.22	2.03
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	12	2.17	2.67	2.25	1.67	2.17	1.83
23	VAH&ROC Sioux Falls, SD - 438	36	1.45	1.82	1.63	1.58	1.43	1.78
23	VAM&ROC Fargo, ND - 437	50	1.46	1.87	1.83	1.38	1.48	1.67
23	VAMC Minneapolis, MN - 618, and Superior, WI	16	2.53	3.20	2.73	2.27	2.13	2.13
23	VAMC St. Cloud, MN - 656	18	1.47	2.47	2.00	1.72	1.47	1.88
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	11	2.00	2.40	2.20	1.80	1.90	1.70
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	27	1.23	1.86	1.81	1.27	1.33	1.82
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	17	1.50	2.19	1.75	1.82	1.75	2.12
23	VAMC Iowa City, IA - 584	109	1.61	1.85	1.73	1.55	1.68	1.72

5 point scale: 1= unmet need ... 5 = met need

Appendix 5: FY 2009 Estimated Number of Homeless Veterans and Information Sources by VISN and VA - POC Site Assessment

VISN	VA Facility	Number of Homeless Veterans	HUD	US Census	VA Low-Income veterans estimate	Local Homeless Surveys	VA Client Date	Local Homeless Provider Estimates	Staff Impressions	Other
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	1,440	<input checked="" type="checkbox"/>						<input checked="" type="checkbox"/>	
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	746	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1	VAM&ROC Togus, ME - 402	150	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1	VAM&ROC White River Junction, VT - 405	143	<input checked="" type="checkbox"/>						<input checked="" type="checkbox"/>	
1	VAMC Manchester, NH - 608	208	<input checked="" type="checkbox"/>							<input checked="" type="checkbox"/>
1	VAMC Northampton, MA - 631 (Leeds)	30					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
1	VAMC Providence, RI - 650, Bristol, RI	210	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
VISN 1 Total		2,927								
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	105	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>		
2	VAMC Albany, NY - 500	1,500						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2	VAMC Canandaigua, NY - 528A5, Rochester, NY	108	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
2	VAMC Syracuse, NY - 670	90	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
2	VAMC Bath, NY	12	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
VISN 2 Total		1,815								
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	1,000	<input checked="" type="checkbox"/>							
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	1,400	<input checked="" type="checkbox"/>							
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630)	3,534	<input checked="" type="checkbox"/>							
3	VAMC Northport, NY - 632	592					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
VISN 3 Total		6,526								

Appendix 5: FY 2009 Estimated Number of Homeless Veterans and Information Sources by VISN and VA - POC Site Assessment

VISN	VA Facility	Number of Homeless Veterans	HUD	US Census	VA Low-Income veterans estimate	Local Homeless Surveys	VA Client Date	Local Homeless Provider Estimates	Staff Impressions	Other
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	340	<input checked="" type="checkbox"/>							
4	VAM&ROC Wilmington, DE - 460	585	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
4	VAMC Altoona, PA - 503	6					<input checked="" type="checkbox"/>			
4	VAMC Butler, PA - 529	65				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
4	VAMC Clarksburg, WV - 540	35	<input checked="" type="checkbox"/>							
4	VAMC Coatesville - 542	353	<input checked="" type="checkbox"/>							
4	VAMC Erie, PA - 562	54	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>				
4	VAMC Lebanon, PA - 595	384	<input checked="" type="checkbox"/>							
4	VAMC Philadelphia, PA - 642	450				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
4	VAMC Wilkes-Barre, PA - 693	382			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
VISN 4 Total		2,654								
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	466	<input checked="" type="checkbox"/>							
5	VAMC Martinsburg, WV - 613	196	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
5	VAMC Washington, DC - 688	1,400	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
VISN 5 Total		2,062								
6	VAMC Asheville, NC - 637	162	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>		
6	VAMC Beckley, WV - 517	20	<input checked="" type="checkbox"/>						<input checked="" type="checkbox"/>	
6	VAMC Durham, NC - 558	450	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	VAMC Fayetteville, NC - 565	472	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
6	VAMC Hampton, VA - 590	370	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
6	VAMC Richmond, VA - 652	240	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
6	VAMC Salem, VA - 658	50	<input checked="" type="checkbox"/>							
6	VAMC Salisbury, NC - 659	505						<input checked="" type="checkbox"/>		
VISN 6 Total		2,269								

Appendix 5: FY 2009 Estimated Number of Homeless Veterans and Information Sources by VISN and VA - POC Site Assessment

VISN	VA Facility	Number of Homeless Veterans	HUD	US Census	VA Low-Income veterans estimate	Local Homeless Surveys	VA Client Date	Local Homeless Provider Estimates	Staff Impressions	Other
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	166	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
7	VAMC - Augusta, GA - 509	91	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
7	VAMC Atlanta, GA - 508 (Decatur, GA)	3,336	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>			
7	VAMC Birmingham, AL - 521	459	<input checked="" type="checkbox"/>							
7	VAMC Charleston, SC - 534	100	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
7	VAMC Columbia, SC - 544	1,063							<input checked="" type="checkbox"/>	
7	VAMC Dublin, GA - 557	418				<input checked="" type="checkbox"/>				
7	VAMC Tuscaloosa, AL - 679	96	<input checked="" type="checkbox"/>							
VISN 7 Total		5,729								
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	1,600	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
8	VAH Tampa, FL - 673	1,626	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>				
8	VAMC Bay Pines - 516	1,488	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
8	VAMC Miami, FL - 546	1,116	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
8	VAMC West Palm Beach, FL - 548	231	<input checked="" type="checkbox"/>							
8	VAMC San Juan, PR - 672	129	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>						
8	VAMC Orlando, FL-675	2,500	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
VISN 8 Total		8,690								
9	VAMC Huntington, WV - 581	120					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
9	VAMC Lexington, KY - 596	220	<input checked="" type="checkbox"/>							
9	VAMC Louisville, KY - 603	318	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
9	VAMC Memphis, TN - 614	450	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
9	VAMC Mountain Home, TN - 621	660	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	450				<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
VISN 9 Total		2,218								
10	VAMC Chillicothe, OH - 538	72					<input checked="" type="checkbox"/>			

Appendix 5: FY 2009 Estimated Number of Homeless Veterans and Information Sources by VISN and VA - POC Site Assessment

VISN	VA Facility	Number of Homeless Veterans	HUD	US Census	VA Low-Income veterans estimate	Local Homeless Surveys	VA Client Date	Local Homeless Provider Estimates	Staff Impressions	Other
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	1,377	<input checked="" type="checkbox"/>							<input checked="" type="checkbox"/>
10	VAMC Cleveland, OH - 541 (Brecksville, OH)	650	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
10	VAMC Dayton, OH - 552	129	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	
10	VAOPC Columbus, OH - 757 (Grove City, OH)	135								
VISN 10 Total		2,363								
11	VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506	215	<input checked="" type="checkbox"/>							
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	250	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>		
11	VAMC Battle Creek, MI - 515	832	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
11	VAMC Danville, IL - 550	291	<input checked="" type="checkbox"/>						<input checked="" type="checkbox"/>	
11	VAMC Detroit, MI - 553	2,500				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
11	VAMC Indianapolis - 583	240	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
11	VAMC Saginaw, MI - 655	69					<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
VISN 11 Total		4,397								
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	1,400	<input checked="" type="checkbox"/>							
12	VAH Madison, WI - 607	67	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>
12	VAMC Iron Mountain, MI - 585	10		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
12	VAMC Milwaukee, WI - 695	229				<input checked="" type="checkbox"/>				
12	VAMC North Chicago, IL - 556	111	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
12	VAMC Tomah, WI - 676	166	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
VISN 12 Total		1,983								
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	129	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>		
15	VAH Columbia, MO - 543	125	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Appendix 5: FY 2009 Estimated Number of Homeless Veterans and Information Sources by VISN and VA - POC Site Assessment

VISN	VA Facility	Number of Homeless Veterans	HUD	US Census	VA Low-Income veterans estimate	Local Homeless Surveys	VA Client Date	Local Homeless Provider Estimates	Staff Impressions	Other
15	VAM&ROC Wichita, KS - 452	340				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
15	VAMC Kansas City, MO - 589	1,650				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15	VAMC Marion, IL - 609	175				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
15	VAMC Poplar Bluff, MO - 647	99	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
15	VAMC St. Louis, MO - 657	150					<input checked="" type="checkbox"/>			
15	VAMC Topeka - 677	130	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
VISN 15 Total		2,798								
16	VA Central Arkansas HCS - 598	500	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	425						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
16	VAMC Alexandria, LA - 502	150	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
16	VAMC Fayetteville, AR - 564	400		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
16	VAMC Houston, TX - 580	3,500						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
16	VAMC Jackson, MS - 586	250	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
16	VAMC New Orleans, LA - 629	1,500					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
16	VAMC Oklahoma City, OK - 635	221	<input checked="" type="checkbox"/>							
16	VAMC Shreveport, LA - 667	200	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
16	VAMC Muskogee, OK- 623 (Tulsa, OK)	200	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
VISN 16 Total		7,346								
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY)	1,200	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	3,360		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	200	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>				

Appendix 5: FY 2009 Estimated Number of Homeless Veterans and Information Sources by VISN and VA - POC Site Assessment

VISN	VA Facility	Number of Homeless Veterans	HUD	US Census	VA Low-Income veterans estimate	Local Homeless Surveys	VA Client Date	Local Homeless Provider Estimates	Staff Impressions	Other
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671)	660	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
VISN 17 Total		5,420								
18	El Paso VA HCS, TX - 756	163	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>				
18	VA New Mexico HCS - 501	462	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
18	VA Northern Arizona HCS - 649	175							<input checked="" type="checkbox"/>	
18	VA Southern Arizona HCS - 678	736	<input checked="" type="checkbox"/>							
18	VAMC Amarillo, TX - 504	99	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>		
18	VA West Texas HCS - 519	600		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
18	VAMC Phoenix, AZ - 644	2,537	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
VISN 18 Total		4,772								
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	475	<input checked="" type="checkbox"/>							
19	VA Southern Colorado HCS, (Colorado Springs-567)	400	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
19	VAM&ROC Cheyenne, WY - 442	69	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
19	VA Eastern Colorado HCS (VAMC Denver - 554)	1,650	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
19	VAMC Grand Junction, CO - 575	150	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>		
19	VAMC Salt Lake City, UT - 660	500	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
19	VAMC Sheridan, WY - 666	35	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
VISN 19 Total		3,279								
20	VA Alaska HCS & RO - 463	687						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
20	VA DOM White City, OR - 692	293		<input checked="" type="checkbox"/>						
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	2,500	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Appendix 5: FY 2009 Estimated Number of Homeless Veterans and Information Sources by VISN and VA - POC Site Assessment

VISN	VA Facility	Number of Homeless Veterans	HUD	US Census	VA Low-Income veterans estimate	Local Homeless Surveys	VA Client Date	Local Homeless Provider Estimates	Staff Impressions	Other
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	900	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
20	VAMC Boise, ID - 531	400				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
20	VAMC Portland, OR - 648	1,876	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
20	VAMC Spokane, WA - 668	1,650		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
20	VAMC Walla Walla, WA - 687	408	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
VISN 20 Total		8,714								
21	VA Central California HCS, CA - 570	2,800					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	2,800	<input checked="" type="checkbox"/>							
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	3,417	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>				
21	VA Sierra Nevada HCS, NV - 654	775				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
21	VAM&ROC Honolulu, HI - 459	306	<input checked="" type="checkbox"/>							
21	VAMC San Francisco, CA - 662	2,673	<input checked="" type="checkbox"/>							
VISN 21 Total		12,771								
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	8,197	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>				
22	VA Southern Nevada HCS - 593	2,262	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>				
22	VAMC Loma Linda, CA - 605	1,588	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
22	VAMC Long Beach, CA - 600 (*Long Beach estimate part of VA Greater Los Angeles)	*						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
22	VAMC San Diego, CA - 664	1,800						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
VISN 22 Total		13,847								
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	437	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			

Appendix 5: FY 2009 Estimated Number of Homeless Veterans and Information Sources by VISN and VA - POC Site Assessment

VISN	VA Facility	Number of Homeless Veterans	HUD	US Census	VA Low-Income veterans estimate	Local Homeless Surveys	VA Client Date	Local Homeless Provider Estimates	Staff Impressions	Other
23	VAH&ROC Sioux Falls, SD - 438	309	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
23	VAM&ROC Fargo, ND - 437	897				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
23	VAMC Minneapolis, MN - 618, and Superior, WI	675	<input checked="" type="checkbox"/>						<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
23	VAMC St. Cloud, MN - 656	160				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	300	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
23	VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	200	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
23	VA Nebraska Western Iowa HCS (VAMC Omaha- 636)	500	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
23	VAMC Iowa City, IA - 584	500				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
VISN 23 Total		3,978								
Grand Total: All VISNs		106,558								

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA	Long-term, permanent housing	Boston: VA Boston in partnership with the Boston Housing Authority distributed 80 of the 105 HUD-VASH vouchers. We will receive 210 more vouchers in FY 2010 with three additional public housing authorities as partners. Bedford: We are in the process of utilizing our 70 HUD-VASH vouchers. We are working with our on-station permanent housing SRO (single room occupancy) to ensure that Veterans can access VA services and maintain housing.	Treatment for substance abuse	Boston: Two new transitional housing programs that offer substance abuse treatment have opened. We have new connections with VA and non-VA substance abuse treatment. Bedford: We continue to work with the VA Intensive Day Treatment Program, Crisis Stabilization Program, and the Domiciliary to ensure there is a warm handoff for any Veteran completing these program and moving into a Healthcare for Homeless Veterans (HCHV) program.	Drop-in center or day program	Boston: We opened a resource center in our Brockton campus. The VA Causeway Street Community Based Outpatient Clinic (CBOC) has drop-in hours each Friday morning.
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	Long-term, permanent housing	71 HUD-VASH vouchers issued. Danbury's Housing for Heroes set aside two units of housing for Veterans through the HUD Neighborhood Stabilization Program (HSP). HUD Shelter Plus Care certificates were accessed in several communities. Housing resources for older adults secured (Whalley Terrace Section 811 program, Housing Authority of New Haven Elderly-Only Housing, the Regency New Britain, Rocky Hill State Veterans Home). Informal agreements were established with the State of Connecticut Department of Children and Families to support referrals to their Temporary Rental Assistance Program (TARP).	Transitional living facility or halfway house	Nine new VA Grant and Per Diem beds have opened (five in Danbury, four in Hartford) with 46 more to be opened by the end of FY 2010. Six VA contract beds also opened in New Haven through the Columbus House Inc., Recovery House Program.	VA disability/pension	Our program and the Veterans Benefits Administration (VBA) public contact team developed a special Verification and Statement of Service for homeless Veterans which has helped quicken the process to obtain resources and ultimately housing for our clients.
1	VAM&ROC Togus, ME - 402	Long-term, permanent housing	HUD-VASH has been implemented with over 90% of the vouchers distributed. No new MOUs for permanent housing development: do not have case management resources to support permanent housing subsidy requirements.	Transitional living facility or halfway house	Opening of new VA Grant and Per Diem program scheduled for 2010. We continue to attend local HUD Continuum of Care meetings to encourage providers to apply for VA Grant and Per Diem funding. So far, there have been no extended use bids to develop transitional housing on VA grounds.	Emergency (immediate) shelter	We are working with community vendors to secure rapid re-housing subsidies for our Veterans which will soon be available in Maine. We continue to attend statewide and local meetings to address capacity issues; we have strengthened our relationship with Housing Assistance Offices across the state as an alternative to community shelters.
1	VAM&ROC White River Junction, VT - 405	Long-term, permanent housing	We are using our 20 initial HUD-VASH vouchers and are beginning to make use of 35 additional vouchers we have received. Actively working with Burlington Housing Authority, Vermont State Housing Authority - and recently began collaborating with Twin Pines Housing Trust toward development of affordable rental properties in the White Junction area.	Eye care	Continue to work with the VA eye clinic. At present we have not been able to develop a dedicated eye clinic for homeless Veterans.	Help with transportation	Disabled American Veterans (DAV) provides most of the transportation in White River Junction. American Red Cross has begun to provide some limited transportation. We are also bringing more services to Veterans through Home-Based Primary care (HBPC), Supported Employment (SE), VASH and other case management.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
1	VAMC Manchester, NH 608	Long-term, permanent housing	We now have 33 Veterans housed in VASH permanent housing and we expect another 35 HUD-VASH vouchers in FY 2010.	Detoxification from substances	We have hired two social workers and three social worker substance abuse counselors who are helping to address substance abuse issues. We are trying to streamline our referral process to detoxification programs in other VA hospitals in Massachusetts and Vermont. High demand, bed shortages, and long wait-times continue to be challenges.	Help with transportation	Our social work department has been able to purchase and provide bus tickets to Veterans on a limited basis. Disabled American Veterans (DAV) are very responsive to our needs. A VA Grant and Per Diem agency provides transportation for their residents.
1	VAMC Northampton, MA - 631 (Leeds)	Long-term, permanent housing	VASH staff have placed Veterans in their own Section 8 housing.	Detoxification from substances	Our staff continue to work with the VA Substance Abuse Treatment Program (SATP) to outreach to homeless Veterans in need of drug detoxification.	Job training	Homeless Program staff participated in Project Homeless Connect in 2009 and will continue to do so in 2010.
1	VAMC Providence, RI - 650, Bristol, RI	Emergency (immediate) shelter	We have continually encouraged local providers to establish emergency shelter for Veterans. Operation Stand Down has pursued this with Citizens Bank and we provided letters of support. They are also working with Rhode Island Housing to purchase a building which would provide five beds of emergency shelter for Veterans.	Long-term, permanent housing	According to plan, we hired a VASH social worker and 35 HUD Section 8 vouchers have been issued. We provided support to Operation Stand Down in establishing an apartment house for Veterans.	Treatment for substance abuse	We have established ongoing referral relationship with local halfway houses. Our substance abuse treatment staff have also been involved in coordinating services with our homeless staff.
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	Emergency (immediate) shelter	1. A mission-driven homeless use site discussion for Batavia VA (VA Western New York Healthcare System) identified some campus building that could be used to house homeless Veterans. A local agency is exploring this possibility. 2. Community agencies toured vacant building at the Canandaigua VAMC; an enhanced use lease request is pending, and an agency is interested in applying.	Services for emotional or psychiatric problems	From the previous year, we increased by 50% our referrals to community partnership agencies, including: Spectrum Human Services, Lt. Col. Matt Urban Human Services Center of Western New York, Crisis Services and Lakeshore Behavioral Health.	Transitional living facility or halfway house	Altamont House opened a 24-bed VA Grant and Per Diem facility in Buffalo. Cazenovia Recovery Systems is renovating a wing at the Batavia VA for an 18-bed Grant and Per Diem program. Horizon Health Services is developing a transitional residential program for Veterans with substance abuse issues in Sanborn, New York.
2	VAMC Albany, NY - 500	Emergency (immediate) shelter	We continue to advocate for Veterans at our local HUD Continuum of Care meetings. We have relationships with local shelters and attend shelter provider meetings.	Long-term, permanent housing	We have hired a social worker who is managing the 35 HUD-VASH vouchers received in 2008. We are scheduled to receive 70 more vouchers and are hiring new staff.	Help with finding a job or getting employment	We continue to develop/maintain relationships with VA Compensated Work Therapy/Supported Employment, and Department of Labor Homeless Veterans Reintegration Programs in Albany County -- and with Veteran-friendly community employers. We seek out job training agencies for veterans including: state of New York's Vocational and Educational Services for Individuals with Disabilities (VESID) , VA Vocational Rehabilitation and Employment (VR&E) services, and Northeast Career Planning.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
2	VAMC Canandaigua, NY - 528A5, Bath, NY, Rochester, NY	Medical services	To increase access to medical services, VA clinic hours in Rochester and Canandaigua have been extended: from 7 a.m.-6 p.m. (MTW) and 7a.m.-8p.m. (Th) and 8 a.m.-4:30 p.m. (F). Additionally , we have established VA multi-disciplinary teams that will work with our homeless outreach staff. We are also opening a "storefront clinic" in a low-income residential section of Rochester.	Help with transportation	We have good partnerships with Disabled American Veterans who have expanded staff and services to help more Veterans. A transportation study is being conducted by our local planning committee.	Help managing money	We continue to work with our providers to host money management and credit trainings for our Veterans. These are conducted by consumer credit counseling services staff.
2	VAMC Syracuse, NY - 670	Transitional living facility or halfway house	Volunteers of America (Binghamton) opened up a facility with four VA Grant and Per Diem beds and case management for women and families.	Help with finding a job or getting employment	We continue to collaborate with the state of New York Department of Labor and VA vocational services to ensure employment needs of homeless Veterans are addressed. Grant for Department of Labor Homeless Veterans Reintegration Program (HVRP) in Oneida County terminated in June 2009 ; we will resubmit for 2010.	Long-term, permanent housing	Syracuse Housing Authority received 35 HUD Section 8 vouchers for VASH and was approved for 35 more; Rome New York Housing Authority will also receive 35 vouchers in FY 2010. Eleven permanent beds will be added by Housing Visions Inc. (Rome Canal Village and Utica Kemble Square).
2	VAMC Bath, NY		No action plan submitted in FY 2008. Bath VA Medical Center began reporting as a separate site in FY 2009.		No action plan submitted in FY 2008. Bath VA Medical Center began reporting as a separate site in FY 2009.		No action plan submitted in FY 2008. Bath VA Medical Center began reporting as a separate site in FY 2009.
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	Transitional living facility or halfway house	The Common Ground transitional residence has opened up 43 beds. Bruce Street project was delayed due to poor economic conditions which impacted funding. Dutchess County housing consortium submitted a VA Grant and Per Diem applications and is awaiting the outcome; Caring for Homeless (Peekskill) attended a VA Grant and Per Diem writing workshop and is interested in applying.	Long-term, permanent housing	105 HUD-VASH vouchers have been distributed to subsidize Veterans in their own apartments.	Help with finding a job or getting employment	A VA Compensated Work Therapy transitional residence is in the process of being completed.
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	Long-term, permanent housing	We've distributed 70 HUD-VASH vouchers to Veterans and they are moving into their own apartments.	Legal assistance for outstanding warrants/fines	There is a new Federal staff who is instrumental in helping Veterans resolve their legal issues.	Child care	An assigned staff is helping Veterans access child care. She will be devoting more time to this as new staff come on board.
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) and VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)	Long-term, permanent housing	We distributed 1,000 new VASH Section 8 vouchers to Veterans in FY 2009 -- and have hired 18 case managers and two coordinators to administer the expanded VASH program.	Help with finding a job or getting employment	We implemented a Compensated Work Therapy/Supported Employment Program for Veterans with serious mental illness. We established a relationship with Brooklyn Community Access for computer use. We have opened a dialogue with a local medical center to develop an on-site computer lab. Our partnership with the New York State Department of Labor (who are at our VA New York Harbor campus) continues.	Legal assistance for outstanding warrants/fines	Local bar association implemented initiatives to assist Veterans with specific legal issues. In addition, the Veterans Justice Outreach Initiative is starting in our local VA Medical Centers.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
3	VAMC Northport, NY - 632	Child care	A needs assessment indicates that some VASH participants are currently in need of child care. We have been successful in helping Veterans obtain child care through the Suffolk County Department of Social Services.	Credit counseling	Credit counseling issues are incorporated in case management plans and are being addressed. Veterans are referred to nonprofit credit counseling agencies.	Legal assistance for outstanding warrants/fines	We continue to utilize the Legal Assistance workshop (held monthly) to offer education/guidance in resolving issues. We also use the Department of Labor Homeless Veterans Reintegration Program (HVRP) at our VA Grant and Per Diem provider to assist with financial issues.
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	Long-term, permanent housing	Our new VASH program is utilizing our 70 HUD vouchers and we're expecting 35 more in FY 2010. We could use more vouchers.	Emergency (immediate) shelter	No additional shelter beds have been added this year.	Transitional living facility or halfway house	For FY 2010, four additional VA Grant and Per Diem beds will be added at Shepherd's Heart Veterans Home.
4	VAM&ROC Wilmington, DE - 460	Emergency (immediate) shelter	We now have memorandums of understanding with five nonprofit agencies who can provide emergency placement beds. We will continue to identify more agencies.	Transitional living facility or halfway house	We identified, and educated agencies about the VA Grant and Per Diem application process; they submitted proposals which were, unfortunately, not approved.	Long-term, permanent housing	Our VASH program placed many Veterans into permanent housing.
4	VAMC Altoona, PA - 503	Emergency (immediate) shelter	We have established relationships with local shelters, and transportation has been arranged to shuttle Veterans between the shelters and our VA for assessment and services.	Transitional living facility or halfway house	A local program applied for VA Grant and Per Diem but was denied. We will encourage the agency to re-apply in FY 2010.	Long-term, permanent housing	Our VASH program will start in FY 2010. This will really help address our need for permanent housing.
4	VAMC Butler, PA - 529	Emergency (immediate) shelter	The Butler Local Housing Options Team purchased a building to convert into an emergency shelter. The shelter is called Safe Harbor and is being used mainly to house families.	Long-term, permanent housing	We have utilized our 35 HUD-VASH vouchers and there is a long waiting list.	Help with transportation	Several counties have received Disabled American Veterans vans; finding and retaining drivers, however, remains an issue.
4	VAMC Clarksburg, WV - 540	Long-term, permanent housing	Our VASH case manager is working with the Veterans who received one of the 35 available vouchers. They are still having difficulty finding housing.	Services for emotional or psychiatric problems	A VA Community Based Outpatient Clinic opened up in Morgantown and is now providing mental health and primary care services.	Transitional living facility or halfway house	We now have five operational VA Grant and Per Diem beds. We will continue with work with the residents and help promote an increase in beds.
4	VAMC Coatesville - 542	Long-term, permanent housing	We have Veterans living in VASH, other Section 8 housing, and a nonprofit permanent housing program. They have been encouraged to take full advantage of medical and mental health outpatient services at the Coatesville VA.	Transitional living facility or halfway house	We encourage and consult with nonprofit organizations interested in developing transitional housing. Our most recent example has been the 60 beds developed on our VA campus in 2008 by the Fresh Start Foundation.	Job training	A Department of Labor Career Link staff met with 500 Veterans in our Domiciliary last year. The staff assisted with job placements. Service-connected Veterans were referred for evaluation by VA Vocational Rehabilitation.
4	VAMC Erie, PA - 562	Emergency (immediate) shelter	We now have an informal agreement with a local shelter to provide emergency housing. When the shelter beds are full, extra cots are set up.	Treatment for dual diagnosis	The Erie VA has implemented an substance abuse outpatient program in both the Behavioral Health Clinic and at the transitional living center. .	Long-term, permanent housing	VASH now has 35 homeless Veterans with housing vouchers. Our homeless program has referred roughly 135 Veterans to this program.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
4	VAMC Lebanon, PA - 595	Transitional living facility or halfway house	One new VA Grant and Per Diem program opened in FY 2009.	Long-term, permanent housing	Our HUD-VASH program is in operation with two case managers hired.	Emergency (immediate) shelter	Outreach workers have weekly office hours at local shelters to assist Veterans there. Shelter managers always informs us when a new Veteran comes to their agency.
4	VAMC Philadelphia, PA 642	Long-term, permanent housing	We secured an additional 140 HUD-VASH Section 8 vouchers for FY 2009.	Child care	We have nine families with children in our VASH program in FY 2009. We are working with each family to assist with their child care needs.	Family counseling	Psychosocial family education is an integral part of our behavioral health recovery program and psychosocial rehabilitation and recovery center.
4	VAMC Wilkes-Barre, PA - 693	Help with transportation	We were able to obtain a discounted fair for public transportation for our Veterans; however lack of sufficient area public transportation remains an ongoing problem.	Emergency (immediate) shelter	We continue to meet with county officials about the need for emergency beds. Area emergency bed capacity has increased as a result of these efforts.	Long-term, permanent housing	HUD-VASH vouchers have been used to obtain permanent housing for Veterans. A pool of local landlords has been developed who will accept the vouchers.
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)	Long-term, permanent housing	Our HUD-VASH program is in full operation and we are utilizing all our Section 8 vouchers.	Job training	We have expanded our referral network to vocational rehabilitation services and are also working more closely with our VA Compensated Work Therapy program.	Transitional living facility or halfway house	Two more providers have applied for VA Grant and Per Diem funding in 2009.
5	VAMC Martinsburg, WV - 613	Long-term, permanent housing	We have allocated 32 HUD-VASH vouchers with most Veterans now in housing.	Transitional living facility or halfway house	We have been working with agencies and individuals to help them obtain grants for transitional housing. We are also working with Patriot's Path Foundation to expand their transitional housing.	Legal assistance for outstanding warrants/fines	We have been able to identify an online legal assistance service. We are continuing to work on developing other legal resources in the community. Charleston Courts have been willing to provide limited assistance.
5	VAMC Washington, DC 688	Long-term, permanent housing	We have issued 140 HUD housing vouchers; so far, we have housed 94 homeless Veterans.	Emergency (immediate) shelter	We are attending monthly meetings in the community and building good working relationships with community providers.	Job training	We continue to work with All Faiths Consortium, Way Station, and our VA Compensated Work Therapy program to provide employment for our homeless Veterans.
6	VAMC Asheville, NC - 637	Long-term, permanent housing	VASH program growing with 35 additional vouchers added and new social worker hired. Still exploring use of buildings/property on VA campus for permanent housing development.	Dental care	Homeless Veteran Dental Program did expand in FY 2009 to include Veterans from new VA Grant and Per Diem program for women.	Emergency (immediate) shelter	There are currently three "wet beds" at Western Carolina Rescue Ministries.
6	VAMC Beckley, WV - 517	Long-term, permanent housing	We now have 35 HUD-VASH vouchers to help Veterans get into their own apartments.	Help with transportation	No increase in transportation resources for homeless Veterans.	Emergency (immediate) shelter	Ten beds have been set aside for homeless Veterans at the Hope Haven homeless shelter in Quinwood, West Virginia.
6	VAMC Durham, NC - 558	Transitional living facility or halfway house	Volunteers of America Maple Court and TROSA (Triangle Residential Options for Substance Abusers) have opened their transitional housing programs and are accepting Veterans. Healing with CAARE program will be starting up soon.	Long-term, permanent housing	We have issue 35 HUD-VASH vouchers to homeless Veterans.	Dental care	University of North Carolina dental school continue to treat homeless Veterans in our VA Grant and Per Diem program. We are in the process of developing a memorandum of agreement with Lincoln Community Health Center dental clinic.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
6	VAMC Fayetteville, NC - 565	Long-term, permanent housing	Fayetteville and Wilmington were approved for a total of 35 HUD-VASH Section 8 vouchers.	Transitional living facility or halfway house	The Lumbee Tribal Association submitted a VA Grant and Per Diem proposal for 36 transitional beds and we are awaiting a decision.	Emergency (immediate) shelter	Hope Center Homeless Shelter will soon open 21 additional beds in the Fayetteville area.
6	VAMC Hampton, VA - 590	Emergency (immediate) shelter	The Union Mission in Norfolk, our largest local shelter, anticipates opening a small medical respite unit. There is a new emergency hotel room program at the VA Medical Center which will help address some of the need.	Long-term, permanent housing	The expansion of our VASH program, a new Housing First program in Norfolk, and a new single room occupancy in Virginia Beach have helped decrease the number of area homeless Veterans. The need for affordable housing, especially for the disabled, far outstrips available resources.	Dental care	The Homeless Veteran Dental Program enabled us to increase the number of Veterans served three-fold compared to last year. In addition, we were recently able to offer dentures to Veterans. The scheduling process, however, is still cumbersome: wait time between referral and appointment scheduling can be lengthy promoting appointment "no shows."
6	VAMC Richmond, VA - 652	Dental care	This year, 49 Veterans in the VA Grant and Per Diem program received care under the Homeless Veteran Dental Program.	Long-term, permanent housing	We are utilizing 34 HUD-VASH vouchers and are awaiting an additional 35.	Emergency (immediate) shelter	Community partners have discussed a plan to develop a Veterans-only shelter; they are attempting to gather support.
6	VAMC Salem, VA - 658	Long-term, permanent housing	35 HUD-VASH vouchers have been utilized for homeless Veterans. We will continue to advocate with our local HUD Continuum of Care for an additional 35 vouchers for FY 2010.	Dental care	A total of 26 Veterans have been referred to the Homeless Veteran Dental Program.	Transitional living facility or halfway house	Salvation Army and Trust House are in the process of writing grants for transitional beds. We continue to utilize our 17-bed Grant and Per Diem program for women.
6	VAMC Salisbury, NC - 659	Long-term, permanent housing	Salisbury VA has been awarded 140 HUD-VASH Section 8 vouchers. We are currently partnering with local agencies to develop a single room occupancy.	Emergency (immediate) shelter	Our local partnership has developed 17 transitional housing beds for severely mentally ill which has freed up shelter beds for other Veterans.	Transitional living facility or halfway house	Our 7-bed VA Grant and Per Diem program for women opened in July 2009. We continue to meet with local providers and encourage them to apply for VA Grant and Per Diem funding.
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)	Welfare payments	Our staff continue to collaborate with the Macon County Department of Human Resources to improve communication linkage to various services.	Education	We continue to seek additional residential or supportive programs with linkage to vocational training and employment options. We utilize VA Regional Office homeless outreach coordinator to inform Veterans of eligibility for educational benefits.	Child care	We continue to advocate for funding to pay local day-care facilities to provide child care on an as-needed basis.
7	VAMC - Augusta, GA - 509	Long-term, permanent housing	VASH program implemented with 35 HUD vouchers and new case managers. Our VA, Central Savannah River Area (CSRA) and Augusta Housing Authority are working in collaboration to enhance program delivery.	Transitional living facility or halfway house	Our staff has been more involved with local initiatives such as the HUD Continuum of Care and the Ten-Year Plan to End Homelessness. Also, the new program coordinator is attending all Pathways/HMIS (Homeless Management Information System) trainings which enhances community collaborative effort.	Emergency (immediate) shelter	Our staff has been trained to use the Pathways/HMIS (Homeless Management Information System) software and are participating in the monthly meetings which helps with community partnership building. This shows we are interested in participation with the community.
7	VAMC Atlanta, GA - 508 (Decatur, GA)	Emergency (immediate) shelter	Twenty additional 72-hour emergency shelter beds were added in the community. Clients are still being placed in Transition House, Inc.	Long-term, permanent housing	Initiated 350 Section 8 HUD-VASH vouchers and hired new social workers. An additional 140 vouchers were issued for our homeless program.	Job training	Once a month, staff from the Georgia Department of Labor visit our homeless program and provide assistance with employment searching and job training.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
7	VAMC Birmingham, AL - 521	Long-term, permanent housing	All of our 105 HUD-VASH vouchers have been issued and Veterans are now receiving case management.	Dental care	We have three contracts with non-VA dental providers. We referred 26 patients for dental care and 17 received services.	VA disability/pension	We continue to refer patients to our Veterans Benefits Officer.
7	VAMC Charleston, SC - 534	Long-term, permanent housing	We continue to partner with HUD to provide 70 Veterans HUD-VASH vouchers. Humanities Foundation continues to offer eligible Veterans affordable permanent housing.	Legal assistance for outstanding warrants/fines	We continue to support South Carolina Legal Services and Crisis Ministries Homeless Justice Project in expanding outreach and services to our Veterans.	Re-entry services for incarcerated veterans	We continue to support efforts of the VA Re-entry Specialist for VISN 7 to provide efficient access to services for veterans who are homeless upon discharge from prison or jail. We continue to foster a positive working relationship with Social Security Administration to facilitate reinstatement of SSI/SSD benefits.
7	VAMC Columbia, SC - 544	Emergency (immediate) shelter	We utilize Christ Central Ministries which has a current capacity of 48 with the ability to add 32 beds. Their contract was approved for an additional year.	Long-term, permanent housing	We now have 140 HUD-VASH vouchers.	Transitional living facility or halfway house	We currently have 92 transitional beds.
7	VAMC Dublin, GA - 557	Long-term, permanent housing	We have issued our first round of 35 HUD-VASH vouchers and will be receiving an addition 105 in FY 2010.	Transitional living facility or halfway house	We have established a relationship with Macon Mission for six contract beds.	Help with finding a job or getting employment	We are partnering with Goodwill Industries, Walmart, and Easter Seals for job placement.
7	VAMC Tuscaloosa, AL - 679	Long-term, permanent housing	Our HUD-VASH program is currently utilizing all 35 of its vouchers.	Dental care	All Veterans we referred to our Medical Center under the Homeless Veteran Dental Program received care.	Transitional living facility or halfway house	We continue to seek a provider to utilize a vacant VA building to provide transitional housing for female Veterans and their children.
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)	Emergency (immediate) shelter	Two new shelters in Gainesville and Thomasville are being developed. Our local coalition continues to collaborate.	Long-term, permanent housing	We have received new staff and HUD vouchers for our VASH program.	Transitional living facility or halfway house	Fifty-two beds will open in Tallahassee and work continues on another funded project for transitional housing.
8	VAH Tampa, FL - 673	Long-term, permanent housing	We are using all 105 HUD-VASH Section 8 vouchers. We have accessed several apartments for homeless Veteran women through our HUD Continuum of Care coalition: including four apartments with the "Up and Out" program.	Dental care	Ongoing access to dental care for homeless Veterans is very challenging because of lack of funding.	Emergency (immediate) shelter	We developed a partnership with two new faith-based shelters for homeless women.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
8	VAMC Bay Pines - 516	Long-term, permanent housing	In FY 2009, 41 permanent housing opportunities were developed with community partners; 41 more may be in the works, and our service area is anticipating 210 new HUD-VASH vouchers. A "Community Partner" e-mail group has been developed to disseminate information about Veteran-specific funding opportunities, technical support and training events. Our homeless program is collaborating with other medical center departments to create a comprehensive directory of VA and non-VA services for homeless Veterans. We will place the directory on the VA intranet and Internet.	Transitional living facility or halfway house	We have developed 50 new transitional housing bed opportunities. We have developed relationships with many new organizations and have increased our presence at HUD Continuum of Care meetings.	Detoxification from substances	We have developed a relationship with two free community detoxification facilities. We participate in regular educational opportunities about substance use and dual diagnosis. The domiciliary leadership team meets monthly to evaluate program effectiveness and enhance continuity between residential care programs.
8	VAMC Miami, FL - 546	Long-term, permanent housing	We are working with our public housing authority to allocate the last few of our 105 HUD-VASH vouchers and we have been granted an additional 140.	Transitional living facility or halfway house	Several housing providers applied for VA Grant and Per Diem funding but were not approved. A proposed domiciliary is still awaiting approval.	Treatment for substance abuse	Our VA expanded outpatient treatment services into a neighboring county, increasing treatment access. We continue to work with local residential treatment facilities to increase referrals.
8	VAMC West Palm Beach, FL - 548	Emergency (immediate) shelter	We are currently establishing a contract with the Center of Hope to create a homeless drop-in center. This is in collaboration with our local HUD Continuum of Care.	Dental care	We are working with our VA dental services to treat eligible Veterans.	Discharge upgrade	We coordinate with Veterans Benefits Administration (VBA) and Veteran Service Organization (VSO) to expedite requests for upgrades.
8	VAMC San Juan, PR - 672	Emergency (immediate) shelter	We have 14 informal agreements with community and public agencies.	Transitional living facility or halfway house	One faith-based community program was pre-approved for VA Grant and Per Diem funding: Casa del Peregrino, Inc in Aguadilla. The program will have nine beds.	Long-term, permanent housing	Thirteen homeless Veterans are living in permanent housing through the HUD-VASH program with seven more in process. In addition, ten more Veterans have found affordable housing.
	VAMC Orlando, FL-675	Emergency (immediate) shelter	We are pending approval of a Memorandum of Understanding with our local mission for emergency shelter beds.	Long-term, permanent housing	We have established a relationship with our public housing authority and recently received 210 additional Section 8 vouchers for our VASH program.	Job training	Efforts to increase our vocational rehabilitation services are pending the hiring of additional staff.
9	VAMC Huntington, WV - 581	Long-term, permanent housing	We requested and received 35 HUD-VASH Section 8 vouchers bringing our total to 70.	Transitional living facility or halfway house	The Roark-Sullivan Lifeway Center opened in November 2008 and its 12 beds have been filled ever since. We have established a wait list.	Help managing money	A community provider hosts budget training groups at a local VA Grant and Per Diem agency. All residents create a budget. Also, all VASH participants develop a budget as part of their housing service plan.
9	VAMC Lexington, KY - 596	Services for emotional or psychiatric problems	A local VA Grant and Per Diem provider has a dual diagnosis treatment program.	Long-term, permanent housing	One HUD-VASH staff hired and 35 vouchers allocated.	VA disability/pension	We continue to work with the local Veterans Service Officer to streamline pension and disability applications for homeless veterans; moderate progress has been made.
9	VAMC Louisville, KY - 603	Long-term, permanent housing	Several Veterans have taken advantage of a local HUD Shelter Plus Care program.	Emergency (immediate) shelter	We have made good progress with our community collaborations: the number of local homeless shelters increased from two to five.	Help with finding a job or getting employment	Our networking with community agencies has increased, but the current economy is a large barrier for many of our Veterans seeking employment.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
9	VAMC Memphis, TN - 614	Transitional living facility or halfway house	We have a new 8-bed VA Grant and Per Diem facility for our Veterans.	Glasses	There are still no resources for glasses at our VA or in the community.	Treatment for dual diagnosis	There are still no dual diagnosis treatment resources in the community.
9	VAMC Mountain Home, TN - 621	Long-term, permanent housing	We continue to utilize the local HUD Shelter Plus Care program in conjunction with our HUD-VASH program.	Help managing money	The VA Grant and Per Diem program in Kingsport has implemented money management training and services. Our local Continuum of Care is working with agencies for appropriate referrals.	Dental care	The Homeless Veteran Dental Program was initiated and 53 Veterans were provided care, including dentures. This has been a very positive addition to our services.
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)	Treatment for substance abuse	We have added six new transitional beds at Buffalo Valley for Veterans in recovery.	Emergency (immediate) shelter	Our local Salvation Army is now full and we rely only on our area rescue mission for emergency housing. We were not able to implement a proposed 30-bed shelter where Veterans could stay until they were placed into a VA Grant and Per Diem or other transitional housing program.	Long-term, permanent housing	We were able to secure more HUD-VASH vouchers and now have the following resources: 100 vouchers in Davidson County, 35 in Hamilton County, 35 in Rutherford County, and 35 in Montgomery County.
10	VAMC Chillicothe, OH - 538	Long-term, permanent housing	We have utilized 35 HUD-VASH vouchers in the Ross County area and will receive another 35 vouchers in 2010.	Transitional living facility or halfway house	A VA Grant and Per Diem liaison was hired. Three community agencies have expressed an interest in applying for VA Grant and Per Diem funding.	Emergency (immediate) shelter	Homeless program staff regularly attend all active HUD Continuum of Care meetings within our catchment area. Five shelter have been utilized in providing service for Veterans.
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)	Emergency (immediate) shelter	Emergency shelter needs continue to be an issue that is being addressed on a community level.	Long-term, permanent housing	We received new HUD-VASH vouchers and two new VASH case managers.	Job training	Veterans have been able to receive training through the VA Compensated Work Therapy program, vocational rehabilitation, Upward Bound Program, and Goodwill Industries' HVRP (Department of Labor Homeless Veterans Reintegration Program).
10	VAMC Cleveland, OH - 541, (Brecksville, OH)	Long-term, permanent housing	Almost all of our 105 HUD-VASH vouchers have been distributed. We explored the possibility with our local public housing authority to utilize the vouchers in project-based supportive housing (opposed to tenant-based), but the public housing authority did not support this.	Job training	Job training needs have been difficult to address due to the local economy and high unemployment. Referrals have been made; job placement has been scarce.	Help with finding a job or getting employment	We continue to utilize North Point and Volunteers of America (two programs that focus on returning people to work).
10	VAMC Dayton, OH - 552	Dental care	Dental care resources are still very limited.	Long-term, permanent housing	We received 35 HUD-VASH vouchers and a case manager position.	Emergency (immediate) shelter	New shelter beds are due to be open in October 2009.
10	VAOPC Columbus, OH 757, (Grove City, OH)	Long-term, permanent housing	We have housed 35 Veterans through our HUD-VASH program.	Services for emotional or psychiatric problems	Our Healthcare for Homeless Veterans team provides case management to Veterans living at a sober living facility and a "stages-of-change" site. A social worker was hired to case manage Veterans in VASH.	Help with finding a job or getting employment	A VA Compensated Work Therapy staff was hired in July. Veterans continue to be referred to community resources, such as the Ohio Department of Job and Family Services, a Volunteers of America residential employment program, and the local Department of Labor Homeless Veterans Reintegration Program.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
11	Toledo, OH, Outpatient Clinic	Long-term, permanent housing	We received 35 HUD-VASH vouchers for a total of 105.	Transitional living facility or halfway house	Volunteers of America received VA Grant and Per Diem funding for 65 transitional housing beds. These will become available in spring of 2011.	Emergency (immediate) shelter	Ann Arbor has no intention at this time to increase emergency beds. Veterans will continue to be relocated as needed.
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)	Transitional living facility or halfway house	Shepherd's House is operational with 38 beds. Volunteers of America will re-apply in FY 2010. Hoosier Veterans Assistance Foundation is interested in applying in FY 2010. We hosted a grant writing workshop that was attended by seven agencies.	Long-term, permanent housing	Our VASH program increased by 200% in FY 2009 with new HUD vouchers and staffing. We continue to explore working with Habitat for Humanity.	Help with transportation	Through our voluntary services we received donations for bus passes and gas cards. No solution has been found by our homeless coalitions to address the transportation needs of homeless individuals; however, Disabled American Veterans did expand transportation services in the city of Fort Wayne.
11	VAMC Battle Creek, MI 515	Long-term, permanent housing	Battle Creek VA Medical Center has received a total of 140 HUD-VASH vouchers (FY 08-FY 09) for permanent housing in our catchment area. Through an enhanced use lease, Medallion Management, Inc. is providing 75 single room occupancy units for homeless Veterans on our campus. To date, 75 Veterans have been leased-up with Medallion: 22 of these Veterans transitioned from our Domiciliary.	Job training	We continue to utilize the VA Compensated Work Therapy and Incentive Work Therapy programs to provide employment opportunities for homeless Veterans. These programs have been critical in working with new VASH participants. Other training and employment opportunities have come through partnerships with Volunteers of America Michigan, Goodwill Industries of Greater Grand Rapids, Inc. and Advent House Ministries.	Food	We continue to use our current resources as well as engage in dialogue with community partners to establish an action plan that will involve participation with local food banks and distribution centers.
11	VAMC Danville, IL - 550	Long-term, permanent housing	We continue to attend HUD Continuum of Care meetings to support development of permanent/supportive housing options. In the past fiscal year, no new permanent supportive housing has been developed. A meeting was held with a developer interested in an enhanced-use lease, but no definitive action has occurred.	Dental care	We continue to educate community agencies about the care available under the Homeless Veteran Dental Program Veterans ineligible for dental care have been referred to Aunt Martha's Healthcare Network.	Transitional living facility or halfway house	We have a Healthcare for Homeless Veterans contract for a chronically mentally ill transitional housing program which will begin on October 1, 2009.
11	VAMC Detroit, MI - 553	Long-term, permanent housing	We have distributed 105 HUD-VASH vouchers and are expected another 140. The Southwest Solutions facility (150 beds) construction is almost completed and will open early next year. We continue to network for more permanent housing opportunities.	Help with transportation	We continue to issue bus tickets as available. Due to the downsized economy, the public transportation system in Detroit is worse than it was before.	Glasses	We continue to provide reading glasses for our homeless Veterans as well as refer them to the Wayne County Veterans Affairs office. Residents in the Michigan Veterans Foundation's VA Grant and Per Diem program who are seeking employment/job training can be referred to Michigan Rehabilitation Services for eyeglass assistance.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
11	VAMC Indianapolis - 583	Long-term, permanent housing	We have utilized our 70 VASH Section 8 vouchers and have added two VASH case managers.	Help with finding a job or getting employment	Vocational rehabilitation has been enhanced by the addition of a full-time, job-finding staff at our domiciliary.	Dental care	More providers have been made aware of the Homeless Veteran Dental Program and referrals have increased. Area dentists have been very cooperative and accept VA vouchers for dental care. Average time of referral submission to Veteran receiving voucher: 2-5 days.
11	VAMC Saginaw, MI - 655	Long-term, permanent housing	Saginaw VA has 35 vouchers for 2009 and 35 vouchers for 2010 with additional staffing.	SSI/SSD process	Saginaw VA continues to work with the Saginaw County Consortium of Homeless Assistance Providers (SC-CHAP).	Job training	VA Compensated Work Therapy staff participate in SC-CHAP (Saginaw County Consortium of Homeless Assistance Providers) meetings. Identified homeless veterans are referred to VA Compensated Work Therapy, vocational rehabilitation, Michigan Works, and the Department of Labor Homeless Veterans Reintegration Program.
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)	Long-term, permanent housing	The HUD-VASH program has been implemented at the Jesse Brown VA Medical Center and the Hines VA Medical Center.	Transitional living facility or halfway house	Two agencies that received VA Grant and Per Diem funding (Volunteers of America, Featherfist) have not opened their facilities yet due to construction delays.	Dental care	The Hines VA continues to provide dental care to homeless Veterans without participating in the Homeless Veteran Dental Program (HVDP). The Jesse Brown VA refers homeless Veterans who are ineligible for HVDP to the University of Illinois Dental School and the Cook County Hospital dental program.
	VAH Madison, WI - 607	Long-term, permanent housing	HUD-VASH will start in the Fall of 2009 with 35 vouchers for Madison and 35 for Rockford.	Emergency (immediate) shelter	Will work with Porchlight, Inc. to address this need.	Treatment for substance abuse	Will work within the VA and with our community agencies to support this need.
12	VAMC Iron Mountain, MI - 585	Transitional living facility or halfway house	We continue working with VA Tomah and Milwaukee Domiciliary programs (contacts established, assistance with applications provided). We are working more closely with D. J. Jacobetti Home for Veterans in Marquette. Long waiting lists have been a barrier, but as local emergency and transitional shelter facilities close, it is important to gather information and develop relationships in the community.	Long-term, permanent housing	Continued collaboration with local HUD Shelter Plus Care program.	Help with transportation	Efforts to develop VA transportation voucher program unsuccessful due to lack of funding. Continued networking and outreach have provided additional referral resources for Veterans.
12	VAMC Milwaukee, WI - 695	Long-term, permanent housing	Seventy (70) HUD-VASH vouchers were deployed: Guest House of Milwaukee, Inc. has a permanent, supportive housing program.	Emergency (immediate) shelter	We have informal agreements with New Community Shelter, Inc. (Brown County), Homeless Assistance Leadership Organization, Inc. (Racine), Guest House of Milwaukee, Inc. and Salvation Army Milwaukee.	Job training	We continue to utilize the VA Compensated Work Therapy/Supported Employment program and the local Department of Labor Homeless Veterans Reintegration Program.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
12	VAMC North Chicago, IL - 556	Long-term, permanent housing	North Chicago VA now has 70 HUD-VASH vouchers and two full-time social workers. PADS Crisis Services has opened "The Veterans House" which provides long-term, permanent supportive housing.	Emergency (immediate) shelter	Negotiations to start a 30-bed shelter at North Chicago VA were unsuccessful. Current need is being met by utilizing community shelters and rapid placement of Veterans into VA Grant and Per Diem transitional housing programs.	Job training	All Veterans are now referred to North Chicago VA's Compensated Work Therapy and Incentive Therapy programs.
12	VAMC Tomah, WI - 676	Long-term, permanent housing	Thirty-five HUD-VASH vouchers have been distributed and 27 Veterans are permanently housed. Our goal is to house the remaining eight Veterans during the first quarter of FY 2010.	Help with transportation	We continue to support a proposal for a local "Supplemental Transportation Rural Assistance Program (STRAP). STRAP is being spearheaded by the city of Tomah to increase transit service to rural areas and promote coordination between specialized and public transportation in rural areas.	Dental care	We expanded dental services under the Homeless Veteran Dental Program (HVDP). We also worked with our administration to expand the services offered by HVDP.
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)	Help with transportation	City of Refuge was to be a transportation resource for area homeless, but the agency was forced to confine shuttle access to only its program participants due to cost of insurance.	Long-term, permanent housing	Plan for City of Refuge and Mental Health Association of Heartland to develop an apartment complex with on-site supportive services and housing for homeless mentally ill has been put on hold.	Emergency (immediate) shelter	City of Refuge continues to provide "safe haven" beds.
15	VAH Columbia, MO - 543	Emergency (immediate) shelter	We continue to utilize Welcome Home, Inc. for emergency shelter. We have re-established a contractual relationship with Salvation Army.	Long-term, permanent housing	We have been allocated 70 HUD-VASH vouchers and hired a program coordinator and a case manager.	Help with transportation	In collaboration with Welcome Home, Inc. we provided donated bikes to homeless Veterans. We identified reduced-fair bus passes for low-income individuals through the City of Columbia's public transit.
15	VAM&ROC Wichita, KS 452	Long-term, permanent housing	We are utilizing all 35 of our HUD-VASH vouchers and Veterans are being placed in housing (an addition 35 vouchers have been approved). Through a local Housing First project, we are case managing 12 chronically homeless Veterans in permanent housing.	Emergency (immediate) shelter	Our local community has supported a shelter run by a faith-based organization. The shelter has extended its winter month coverage from November through March.	Transitional living facility or halfway house	We have established a relationship with more Oxford Houses and Veterans coming out of rehabilitation are moving into them. We are waiting for a new contract to be signed for beds in a residential care facility with two locations. We continue to encourage agencies to apply for VA Grant and Per Diem funding. One agency has re-applied this year.
15	VAMC Kansas City, MO - 589	Long-term, permanent housing	The addition of 70 HUD-VASH vouchers and two staff has helped the medical center move toward our goal of providing permanent and long-term housing. We will request more HUD-VASH vouchers. We are also working with the local homeless coalition on a HUD Shelter Plus Care program.	Glasses	We've been able to purchase a small number of glasses with funds provided through donation.	Legal assistance for outstanding warrants/fines	Kansas City VA partnered with the local municipal court to establish the first Veteran court in VISN 15. The court takes a non-punitive approach by offering VA treatment as an alternative to fines and incarceration.
15	VAMC Marion, IL - 609	Emergency (immediate) shelter	We continue to advocate for Veteran-specific shelter space and have made contacts with new shelters.	Transitional living facility or halfway house	We have educated several community providers about VA Grant and Per Diem: two agencies have applied this year.	Long-term, permanent housing	We are making contacts with housing authorities and secured their participation in our Stand Down event. We still need HUD-VASH vouchers.
15	VAMC Poplar Bluff, MO 647	Long-term, permanent housing	No recent progress.	Dental care	We are working to obtain dental care for Veterans through existing homeless program resources and resources in the community	SSI/SSD process	We continue to assist our clients in completing the applications.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
15	VAMC St. Louis, MO - 657	Long-term, permanent housing	We have increased the number of our HUD-VASH vouchers from 35 to 70. We've developed a list of realtors interested in VASH housing and a list of available senior housing.	Job training	We have increased available classes for basic computer skills in local job center and training programs.	Help with finding a job or getting employment	We have increased access to an employment office through a local Department of Labor Homeless Veteran Reintegration Program.
15	VAMC Topeka - 677	Long-term, permanent housing	The 35 HUD-VASH vouchers we obtained in the first round of funding were used up quickly and made a noticeable positive impact on our homeless Veteran population. We continue to utilize approximately 20 vouchers through the HUD Shelter Plus care program -- as well as the regular Section 8 vouchers and the Elderly and Disabled "special population" vouchers.	Dental care	We have been utilizing the Homeless Veteran Dental Program (HVDP) funding for the last several years. Most Veterans are treated by our VA rather than fee-based community providers. We continue to work with our community partners to develop local options for Veterans who are not eligible under HVDP. We will continue to ask our national VA representatives to expand HVDP's eligibility criteria.	Job training	We continue to work with our local Work Force Center and other placement agencies; however, the downturn in the economy have hit our Veterans hard during the last 12 months. We still have one vacancy for a vocational rehabilitation specialist that we hope to fill in the near future.
16	VA Central Arkansas Veterans HCS - 598	VA disability/pension	An in-house training was provided to clinical staff on processing VA claims. Also, the VA Grant and Per Diem liaison has met with the SOAR (SSI/SSDI Outreach, Access, and Recovery) team.	Re-entry services for incarcerated veterans	We are in the process of hiring a Healthcare for Re-Entry Veterans (HCRV) specialist. In the interim, we continue corresponding with incarcerated Veterans and sending them resource guides. In FY 2009, we corresponded with 61 Veterans and placed 20 formerly incarcerated Veterans. We expect an increase in this number once our specialist is on board.	Dental care	We continue to promote access through the Homeless Veteran Dental Program. This issue remains the third highest unmet need for our program. In FY 2009, 604 Veterans from our homeless and domiciliary programs received dental care.
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	Food	We now have a brochure for Veterans that describes locations and times for food assistance.	Emergency (immediate) shelter	A VASH case manager was hired and has been able to fill 25 HUD vouchers. This has helped alleviate the need for emergency shelter by immediately placing Veterans displaced from local encampment sites.	Transitional living facility or halfway house	A Healthcare for Homeless Veterans program manager was brought on-board this year to encourage VA Grant and Per Diem (GPD) applications. Nine community agencies recently attended a training on how to apply for GPD funding.
16	VAMC Alexandria, LA - 502	Long-term, permanent housing	We now have a HUD-VASH program and 35 vouchers have been issued to Veterans for housing. We will receive an additional 35 vouchers in FY 2010.	Emergency (immediate) shelter	Recent contact has been made with the local Salvation Army to increase the number of beds in their existing shelter. We will continue to meet with them to discuss increasing the number of beds.	Transitional living facility or halfway house	New Life Center opened this year and is currently providing housing for homeless female Veterans with children (six beds). Other community providers have expressed interest in opening additional housing and have attended technical assistance workshops to learn how to apply for funding.
16	VAMC Fayetteville, AR - 564	Long-term, permanent housing	We received an addition 35 HUD-VASH vouchers for FY 2009.	Help with transportation	Transportation issues have not been resolved; there are limited funds for expansion.	Help with finding a job or getting employment	We use the VA Compensated Work Therapy (CWT) program extensively; more CWT slots would be helpful. Due to the economy, there is more competition for jobs and fewer employment opportunities,

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
16	VAMC Houston, TX - 580	Long-term, permanent housing	Of the 385 HUD-VASH vouchers received in FY 2008, 85% have been allocated and new case managers have been hired. We are currently hiring additional staff to work with the Veterans who received one of the additional 280 vouchers awarded in FY 2009: 210 for the Houston area, 35 for Beaumont, and 35 for Galveston.	Emergency (immediate) shelter	Our domiciliary is now open and currently running at full capacity (40 beds). We have been able to work with Veterans who have mental health issues and do not meet the criteria for our substance abuse program. The domiciliary was heavily damaged during Hurricane Ike which hurt its capacity. It has been repaired.	Treatment for substance abuse	We have established a relationship with a new substance abuse treatment facility, Spiller Residence. The new contract will enable us to serve 185 additional Veterans.
16	VAMC Jackson, MS - 586	Credit counseling	We partner with two credit consumer counseling services: Consumer Credit Counseling Services and Friends for Financial Freedom. Both accept referrals for individual Veterans. One agency came to our Stand Down; the other conducted presentations at our VA Grant and Per Diem program (I.S.A.I.A.H. Project).	Help managing money	A partnership agency, Consumer Credit Counseling Service, has a grant submission pending which would fund two series on money management for Veterans at the I.S.A.I.A.H. Project Grant and Per Diem program.	Legal assistance for outstanding warrants/fines	A list of community resources was developed. Veterans are referred to these resources when they need legal advise/assistance.
16	VAMC New Orleans, LA - 629	Long-term, permanent housing	The VASH program utilized all 140 Section 8 vouchers and hired four case managers. We need more vouchers.	Emergency (immediate) shelter	The outreach team attends monthly homeless coalition meetings and conducts weekly outreach with community providers to remain informed of the development of new shelter beds.	Transitional living facility or halfway house	We currently have 218 VA Grant and Per Diem beds and will have 50 more by January 2010. Volunteers of America (VOA) re-opened 46 beds in FY 2009 in the New Orleans area. New Orleans Womanspace has applied for five additional contract beds for female Veterans. Quad Area Community Action Agency, Inc will complete construction for 38 VA Grant and Per Diem beds soon. Raven's Outreach Center requested 20 contract beds and Volunteers of America requested 12 contract beds in the Baton Rouge area. Grace Outreach has offered up to ten contract beds for female Veterans with children in the New Orleans area.
16	VAMC Oklahoma City, OK - 635	Long-term, permanent housing	Thirty-five additional HUD-VASH vouchers have been received. We have a wait list for VASH and we plan to advocate for more vouchers.	Dental care	Two resources for dental care are working well; however, it is hoped closer coordination with the VA Medical Center dental clinic, and participation in WestTown Homeless Alliance will result in more options.	Eye care	We continue to look for contacts and resources. It is hoped participation in the WestTown Homeless Alliance will result in more options.
16	VAMC Shreveport, LA - 667	Long-term, permanent housing	We currently have 55 Veterans housed in a local HUD Shelter Plus Care program and 25 in VASH. We requested and received an additional 35 HUD-VASH vouchers.	Dental care	We continue to refer eligible Veterans to the Homeless Veteran Dental Program (HVDP). We refer ineligible Veterans to community agencies.	Help with finding a job or getting employment	We continue to work with VA vocational rehabilitation staff. We have 14 Veterans participating in the Compensated Work Therapy Program and 27 in the VA Incentive Therapy program.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
16	VAMC Muskogee, OK-623 (Tulsa, OK)	Long-term, permanent housing	We continue to place Veterans in the HUD-VASH program. We are currently at capacity and hope to obtain additional vouchers.	Emergency (immediate) shelter	We continue to search for emergency beds that will meet Healthcare for Homeless Veterans (HCHV) contract requirements.	Detoxification from substances	Homeless Veterans who have a substance use disorder are referred to our VA substance use dependency program.
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4), Austin	Long-term, permanent housing	We have received several HUD-VASH vouchers for FY 2008-2009: Austin (105 vouchers), Temple (70 vouchers), and Waco (35 vouchers).	Treatment for substance abuse	We received funding to contract for residential treatment in Waco, and our contract in Austin was re-issued.	Services for emotional or psychiatric problems	We have been able to inform more community organizations about the mental health treatment services available at our VA.
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	Long-term, permanent housing	We have assigned all of our 105 HUD-VASH vouchers around the Dallas Metroplex. Our Peer Housing Location Assistance Groups (PHLAG) program in which trained veterans help other veterans locate and enter permanent, independent housing has received national recognition for the amount and quality of its services. There are 105 HUD-VASH vouchers coming to Fort Worth in FY 2010.	VA disability/pension	We created informal agreements with county Veteran Service Officers to join our outreach teams in the field and help Veterans complete applications on the spot. This eliminates the problem of appointment no-shows. There appears to be a significant need to assist with appeals and military discharge upgrades. Veterans Benefits Administration (VBA) has one dedicated officer for homeless outreach who travels weekly to our sites (Dallas, Bonham, Fort Worth) but large demand across multiple sites cannot be met easily.	Dental care	We are continuing to increase referrals to the Homeless Veteran Dental Program (HVDP) and are educating all VA staff who work with our homeless Veterans about HVDP.
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)	Long-term, permanent housing	LULAC (League of United Latin American Citizens) withdrew their application for funding for an 80-bed single room occupancy. MHMR (Mental Health & Mental Retardation Center of Nueces County) had its existing programs refunded, but its new proposal for permanent supportive housing was not accepted.	Medical services	The Amistad Health Center provides affordable health care. The dental program at Del Mar College is also an affordable option for teeth cleaning and exams. There is also a clinic in town that offers reproductive health care needs for men at low cost.	Treatment for substance abuse	The Coastal Bend Alcohol and Drug Rehabilitation Center will open in September 2009.
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671), Corpus Christi, TX	Long-term, permanent housing	Seventy (70) HUD-VASH vouchers were awarded in FY 2008. All have been utilized and there is a waiting list.	Job training	The G.I. Forum was awarded a grant to establish job training for Veterans. Services will begin in the end of 2009.	Re-entry services for incarcerated veterans	A post-prison reintegration social worker was hired and has established a proactive program to help formerly incarcerated Veterans.
18	El Paso VA HCS, TX - 756	Long-term, permanent housing	We now have 70 HUD-VASH vouchers for our main campus and 35 additional ones for our satellite in Las Cruces, New Mexico. Our HUD Shelter Plus Care program is operating and we are close to filling all 15 units.	Emergency (immediate) shelter	We have an informal agreement with the Opportunity Center's shelter for women. We have started discussion with our El Paso Coalition for the Homeless about looking for funding for a Veteran-specific emergency shelter.	Help with finding a job or getting employment	Our VA Compensated Work Therapy program continues to expand its resources in the community. It is a major catalyst for finding our clients employment.
18	VA New Mexico HCS - 501	Long-term, permanent housing	We now have 70 HUD-VASH vouchers for Albuquerque which helps address our need for permanent housing. It is still not sufficient for our area.	Services for emotional or psychiatric problems	We provided trainings on Post Traumatic Stress Disorder (PTSD) to VA Grant Per Diem and other community providers. We also informed the providers about mental health services available at our VA.	Food	This is a difficult issue for our VA to address. The VA did create an intensive list of available food sites and food closets for the greater Albuquerque area. We outreached to two food programs outside the immediate Albuquerque area as well.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
18	VA Northern Arizona HCS - 649	Transitional living facility or halfway house	A new women's shelter opened and have housed several female Veterans. We have a good relationship with the staff.	Long-term, permanent housing	We have 23 Veterans housed in our HUD-VASH program. A VASH staff was hired in January 2009.	Help with transportation	Our HUD-VASH program now has a vehicle we can use.
18	VA Southern Arizona HCS - 678	Long-term, permanent housing	HUD-VASH provided 70 Section 8 vouchers to homeless Veterans. Two additional case managers were hired.	Emergency (immediate) shelter	We partnered with two local agencies to provide 12 beds for Veterans released from prison.	Clothing	We opened a new clothing room for homeless Veterans.
18	VAMC Amarillo, TX - 504	Long-term, permanent housing	Our HUD-VASH program will be implemented soon.	Detoxification from substances	We will continue to work with local agencies to open a detoxification and substance abuse treatment program: this is the #1 needed identified by our HUD Continuum of Care.	Help with transportation	We receive bus passes through an informal agreement with the City of Amarillo and the local homeless service center.
18	VA West Texas HCS - 519	Emergency (immediate) shelter	Four local agencies provide emergency shelter.	Transitional living facility or halfway house	We lost our transitional housing program in August. We will be converting the existing domiciliary building into a housing program when the new domiciliary building is constructed.	Dental care	We have helped Veterans obtain low-cost/no-cost dental services and denture repair.
18	VAMC Phoenix, AZ - 644	Transitional living facility or halfway house	We case manage 200 sheltered homeless Veterans and have stationed VA liaison and outreach staff into transitional housing program that serve Veterans.	Long-term, permanent housing	We have allocated our 105 HUD-VASH vouchers and hired three VASH case managers. We will be receiving 140 additional vouchers with new staffing.	Emergency (immediate) shelter	We continue to work with Central Arizona Shelter Services (CASS) Veterans program that provides shelter housing to over 100 Veterans daily.
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	Child care	We work with homeless Veterans on a case-by-case basis to arrange child care when that need exists.	Help developing social network	We encourage Veterans to participate in Vet to Vet meetings when they visit our office. We also post flyers.	Services for emotional or psychiatric problems	We have established an informal protocol with our VA behavioral health clinicians to assess any homeless Veterans who exhibits suicidal ideation.
19	VA Southern Colorado HCS, CO-567	Dental care	Our dental clinic managers hope to increase staff to provide more care.	Long-term, permanent housing	We did obtain 35 more HUD-VASH vouchers. No progress in working with local property owners to increase Veteran-specific housing.	Services for emotional or psychiatric problems	We did increase the number of mental health clinicians at our VA community based outpatient clinic. However, there was also an increase in patients.
19	VAM&ROC Cheyenne, WY - 442	Long-term, permanent housing	We have housed many Veterans with our HUD-VASH vouchers and referrals to VASH have increased.	Dental care	All Veterans eligible under the Homeless Veteran Dental Program are receiving care. Community agencies are pursuing funding for dental care.	Job training	VA and state vocational rehabilitation resources are meeting this need.
19	VA Eastern/Southern Colorado HCS, CO (VAMC Denver - 554)	Long-term, permanent housing	We have implemented our HUD-VASH program with 175 vouchers and new staff. We look forward to placing more Veterans into their own housing.	Dental care	We provided dental care to significantly more Veterans this year, than in the previous year (from 65 to 170).	Help with finding a job or getting employment	We utilized our VA Compensated Work Therapy program to assist Veterans in seeking jobs.
19	VAMC Grand Junction, CO - 575	Transitional living facility or halfway house	We are working with Catholic Outreach and the local housing authority. We are beginning to discuss developing a capital grant application to build transitional housing. Their staff are very positive about the idea.	Help with transportation	We have obtained more bus passes.	Treatment for substance abuse	The VA now has an active Intensive Outpatient Program (IOP) and we are working closely with its new director. He has created new contracts with community agencies to provide housing while Veterans are in the IOP. (We now have five beds at the Salvation Army).

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
19	VAMC Salt Lake City, UT - 660	Long-term, permanent housing	We've been working with one apartment complex owner (32 units) to house some of our HUD-VASH veterans and/or those Veterans who are severely and persistently mentally ill (SPMI).	Transitional living facility or halfway house	The City of Salt Lake Housing Authority is applying for VA Grant and Per Diem funding for a 4-plex to house female Veterans.	Job training	Poor economy has impacted local job training/employment efforts to the point they have not enjoyed the back-to-work numbers of 2008. They system is obviously taxed with an unprecedented amount of unemployed Veterans. There have been some successes, just not as many.
19	VAMC Sheridan, WY - 666	Help with transportation	A new transitional living program also had funding for a van which helps. Other grants in development; overall transportation need still exists.	Long-term, permanent housing	HUD-VASH has made significant difference in providing permanent housing; additional vouchers could be utilized.	Transitional living facility or halfway house	Capital grant awarded and our new transitional living facility is up and running. We could use another program targeting women Veterans.
20	VA Alaska HCS & RO - 463	Long-term, permanent housing	An additional 35 HUD-VASH vouchers have been added for interior Alaska, and an off-station VASH case manager will be hired. Habitat for Humanity continues local efforts with on-going support from our program. Progress on the Ten-Year Plan to End Homelessness in the Municipality of Anchorage continues. The newly-elected mayor created an executive staff position to address homelessness and enact new initiatives.	Job training	We have an on-going partnership with Alaska Department of Labor and the Alaska Division of Vocational Rehabilitation. We continue to work with Nine-Star Enterprises to provide employment education opportunities to veterans age 55+ and employment resource support for formerly incarcerated veterans seeking employment and housing.	Help with finding a job or getting employment	Efforts continue with ongoing working relationships with the Alaska Division of Vocational Rehabilitation, the U.S. Department of Labor, the state of Alaska Department of Labor and Workforce Development, and community job developers.
20	VA DOM White City, OR - 692	Long-term, permanent housing	All HUD-VASH vouchers have been allocated with approximately 90% of the Veterans housed. We will be receiving 70 more vouchers and new staff.	Dental care	Dental care for homeless Veterans is provided on a fee-basis. During the past year, we utilized \$225,000 of the \$300,000 allotted.	VA disability/pension	We have an informal arrangement with a local attorney associated with one of our VA Grant and Per Diem programs. He assists Veterans with filing claims. Members of Disabled American Veterans also assist Veterans with claim filing. We still intend to improve our relationship with VA Regional Office in the facilitation of claims.
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	Long-term, permanent housing	We've used 140 HUD-VASH vouchers, 36 HASP vouchers (King County Housing Access and Services Program) and 10 units at Frederic Ozanam House (Westlake). We have about 280 HUD-VASH vouchers to serve our rural community.	Transitional living facility or halfway house	Fleetwood VA Grant and Per Diem program becoming fully operational. Three proposals were submitted for VA Grant and Per Diem (GPD) funding. One training on developing a VA GPD program was held in September 2009; another is planned for 2010.	Emergency (immediate) shelter	Limited progress with the exception of securing two emergency beds for women at Katherine's House (Catholic Community Services). Looking for providers to contract for men's beds.
20	VA Roseburg HCS, OR 653 (Eugene, OR)	Emergency (immediate) shelter	No progress -- some regression on the coast where increases in homeless population has increased tension with local residents and police.	Long-term, permanent housing	Good progress with 35 HUD-VASH vouchers for Lane County, 35 for Douglas County, and 35 for Linn/Benton counties. No vouchers for Coos/Curry Counties, though.	Services for emotional or psychiatric problems	We have been able to expedite mental health consults for homeless Veterans. We are still attempting to better integrate care between our homeless and substance use disorder programs.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
20	VAMC Boise, ID - 531	Detoxification from substances	A community detoxification program is in the final stages of completion. Our VA detoxification unit has lifted some of its restrictions to allow more Veterans access.	Treatment for substance abuse	Our VA has restructured its substance abuse treatment programs and is collaborating with us to get more homeless Veterans into treatment.	Dental care	Several VA Grant and Per Diem residents have received care under the Homeless Veteran Dental Program. Thirty-six Veterans have been referred.
20	VAMC Portland, OR - 648	Emergency (immediate) shelter	This need continue to be a problem and we have not added any new emergency beds. We have lobbied for an increase in the number of days our overflow shelter is opened.	Transitional living facility or halfway house	We have two new VA Grant and Per Diem programs in Bend, Oregon, and Longview, Washington. This has increased our VA Grant and Per Diem capacity by 26 beds.	Long-term, permanent housing	We received 70 HUD-VASH vouchers with staff, and expect to have a total of 110 permanent housing placements by FY 2010. We have also been awarded a one-time grant through the local housing authority for move-in deposits.
20	VAMC Spokane, WA - 668	Drop-in center or day program	We have turned our downtown Healthcare for Homeless Veterans site into a homeless Veteran CBOC (community-based outpatient clinic) by adding a social worker and nurse practitioner. We assess and help many Veteran patients who find walking into our site more convenient than traveling to the VA medical center. Many are at risk for homelessness with mental health, substance use, medical, and social issues.	Long-term, permanent housing	With our new 35 HUD-VASH vouchers, we now have a total of 70 HUD-VASH vouchers and 13 supported housing beds.	Dental care	We now have two dental providers for our homeless Veterans: one in Spokane, Washington, and one in Coeur d'Alene, Idaho. This has helped us to significantly increase services for our Veterans.
20	VAMC Walla Walla, WA - 687	Emergency (immediate) shelter	A partner agency opened a 10-bed female shelter in spring 2009. We continue to use the local shelter for men (informal agreement with Christian Aid Center).	Long-term, permanent housing	Our Walla Walla HUD-VASH program is fully operational with 70 vouchers. We received 35 more vouchers for Yakima.	Services for emotional or psychiatric problems	We received funding for 12 full-time mental health clinicians at our Walla Walla campus and four community based outpatient clinics. One of the staff will be a dedicated Veteran Justice Outreach staff that will help Veterans involved with the local court system making a smooth transition into the community.
21	VA Central California HCS, CA - 570	Long-term, permanent housing	We placed 35 Veterans through our HUD-VASH program and continue to utilize our HUD Shelter Plus Care program.	Food	We have some food at our drop-in center and refer to local agencies.	Clothing	We have some clothing at our drop-in center and refer to local agencies.
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	Long-term, permanent housing	We implemented our new expanded HUD-VASH program with 35 vouchers in FY 2008 and 210 more in FY 2009.	Emergency (immediate) shelter	We completed contracts for a total of 25 emergency beds.	Transitional living facility or halfway house	We received funding for two new VA Grant and Per Diem programs with an additional 58 beds. We had a successful VA Grant and Per Diem technical assistance workshop in early 2009 and plan to have another one in 2010.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA	Emergency (immediate) shelter	Placements will begin this month with a new contract with Shelter Network in Menlo Park.	SSI/SSD process	No current follow-up on this issue.	Legal assistance for outstanding warrants/fines	HCRV (Healthcare for Re-Entry Veterans) program provides outreach to and case management of incarcerated veterans throughout our service area. HCRV collaborates with Santa Clara County's superior courts. The results have been mutually beneficial for Veterans and local justice departments.
21	VA Sierra Nevada HCS, NV - 654	Long-term, permanent housing	We have utilized our original 70 HUD-VASH vouchers and have received 35 more. We have developed informal agreements with ReStart Homeless Services, Inc. to place Veterans who do not meet VASH criteria into permanent housing.	Eye care	We have been able to work with the Lions Club and continue to seek other resources.	Glasses	We work with Lions Club and seek other resources.
21	VAM&ROC Honolulu, HI - 459	Long-term, permanent housing	We have enrolled 48 Veterans into HUD-VASH and are utilizing 35 vouchers.	Treatment for substance abuse	We have three local programs that are currently accepting Veterans.	VA disability/pension	We have a Veterans Benefits Administration (VBA) representative who assists Veterans we contact in outreach and in our re-entry program for incarcerated Veterans.
21	VAMC San Francisco, CA - 662	Long-term, permanent housing	We will be hiring new HUD-VASH staff and fill all 170 vouchers in FY 2010.	Emergency (immediate) shelter	We anticipate some funding for emergency housing and staffing in FY 2010.		
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)	Long-term, permanent housing	We received 840 HUD-VASH vouchers in in FY 08 and are close to allocating all of them. For FY 09/10 we will received an additional 455 vouchers. The VASH program has been able to place many Veterans from our Westside Support Housing Program (U.S. Vets) which has freed up about 200 units for Veterans who need a more structured environment.	Services for emotional or psychiatric problems	Our community partner, New Directions will start an off-campus residential program for returning Veterans from Iraq and Afghanistan.	Job training	We continue to use our VA Compensated Work Therapy and Supported Employment programs. Rancho Santa Ana, a nonprofit specializing in indigenous plants will partner with us in running our Vet's Garden program. Veterans will be trained on how to grow and utilize plants native to California.
22	VA Southern Nevada HCS - 593	Long-term, permanent housing	We have utilized 105 HUD-VASH vouchers to put Veterans into their own housing, and we have been granted another 175.	Drop-in center or day program	There has been no progress in developing a drop-in center. Focus will be on developing transitional and permanent housing.	Treatment for substance abuse	We have a contract with Westcare to operate ten substance abuse treatment beds. We will try to increase that number to 15.
22	VAMC Loma Linda, CA 605	Emergency (immediate) shelter	This continues to be an ongoing issue in our large geographic area. Most of the new area shelter beds are far away from the medical center and Veterans do not have transportation. We are working with our community partners and staff from our VA community based outpatient clinics to coordinate care for Veterans between the shelter and the nearest clinic.	Long-term, permanent housing	We were allotted 105 HUD-VASH vouchers for FY 2010 in Riverside County. We have also identified some community programs that will provide permanent housing for Veterans with families in outlying areas.	Dental care	This continues to be a challenge. More Veterans were seen this past year, but the recent state budget cuts have made receiving Denti-Cal difficult. Our outreach team will continue to seek out providers in the community.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
22	VAMC Long Beach, CA - 600	Emergency (immediate) shelter	Support and collaboration continues at the homeless coalition meetings in Long Beach; a relationship has been developed with the Orange County homeless providers group.	Dental care	Continuous efforts are made to refer eligible Veterans to care under the Homeless Veteran Dental Program (HVD) after they have stayed the required 60 days in a VA Grant and Per Diem transitional housing program.	Long-term, permanent housing	The VASH program has expanded with 70 vouchers being utilized and other vouchers being awarded. Community partnerships to develop permanent housing are expanding.
22	VAMC San Diego, CA - 664	Long-term, permanent housing	We now have a total of 315 HUD-VASH vouchers through the San Diego Housing Commission and the San Diego County Housing Authority.	Emergency (immediate) shelter	No change in status this year.	Help with finding a job or getting employment	We continue to write letters of support for renewals of Department of Labor Homeless Veterans Reintegration Program and other employment grants.
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	Long-term, permanent housing	We received 35 HUD-VASH vouchers for Hot Springs and 35 vouchers for Meade County. Case managers for both programs were hired.	SSI/SSD process	We provided an in-service for Rapid City homeless providers coalition on securing SSI (Social Security Insurance) and SSD (Social Security Disability) benefits for homeless populations.	Discharge upgrade	A South Dakota Tribal Veterans Service Officer (TVSO) conducted special session on each reservation to assist with upgrades.
23	VAH&ROC Sioux Falls, SD - 438	Transitional living facility or halfway house	One agency did apply for VA Grant and Per Diem funding but the proposal was not approved.	Long-term, permanent housing	We received 35 HUD-VASH vouchers and a case manager position.	VA disability/pension	We continue to foster collaborative relationships with local Veterans Service Officer and VA benefits personnel.
23	VAM&ROC Fargo, ND - 437	Emergency (immediate) shelter	We are increasing the number of contract beds.	Long-term, permanent housing	We placed 34 Veterans in permanent housing in FY 2009 and have 35 more vouchers for FY 2010.	Dental care	We served 37 Veterans in FY 2009 and hope to double that in FY 2010.
23	VAMC Minneapolis, MN - 618, and Superior, WI	Long-term, permanent housing	All of our 2008/2009 allocation of HUD-VASH vouchers have been used.	Transitional living facility or halfway house	Ten beds are scheduled to be open by February 2010.	Services for emotional or psychiatric problems	Our Minneapolis HCHV (Healthcare for Homeless Veterans) has a part-time psychiatrist. Our clinicians are trained in various mental health therapies. Also, all Veterans are encouraged to participate in our Wellness Recovery Action Planning (WRAP) intervention that emphasizes illness self-management. We continue to partner intensely with other mental health providers to ensure full service access for our Veterans.
23	VAMC St. Cloud, MN - 656	Transitional living facility or halfway house	The Housing Coalition of the St. Cloud Area is considering applying for VA Grant and Per Diem funding for 35 transitional housing beds.	Dental care	Many Veterans are using dental care available through the Minnesota Department of Veterans Affairs.	Re-entry services for incarcerated veterans	Our Healthcare for Re-Entry Veterans (HCRV) specialist was hired and is now working with incarcerated Veterans.
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)	Long-term, permanent housing	We received 70 additional HUD-VASH vouchers and hired two case managers.	Help with transportation	We continue to provide bus tokens and submit applications for half-price bus passes.	Family counseling	We are working with Vet Center to provide more family therapy and educate family members about mental health. Family counseling is extremely important with the advent of HUD-VASH in our area and the case management of Veterans living with their families.

Appendix 6: VA Community Initiatives: Status of FY 2009 Action Plans

VISN	VA Facility - System Name	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update	FY 2009 Need Identified	Update
23	VA Nebraska Western Iowa (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)	Help with transportation	Many community agencies are providing monthly bus passes to low-income individuals, including Veterans.	Long-term, permanent housing	The HUD-VASH program achieved its objective of utilizing all 35 vouchers by June 2009.	Transitional living facility or halfway house	The People's City Mission VA Grant and Per Diem program has been operational since December 2008. They have been at 100% capacity since this time with a waiting list of 25 Veterans.
23	VA Nebraska Western Iowa VAMC Omaha - 636	Transitional living facility or halfway house	There are 30 operational VA Grant and Per Diem beds in the Omaha area. A capital grant for 26 beds is currently in development.	Long-term, permanent housing	The 2008 HUD-VASH vouchers have all been filled. In 2009, Omaha was awarded 35 additional vouchers. Our medical center continues to work with housing consultants to develop a permanent supportive housing project for Veterans.		
23	VAMC Iowa City, IA - 584	Emergency (immediate) shelter	One shelter has opened is at full capacity. Another shelter is being constructed.	Long-term, permanent housing	We continue to foster working relationships with local public housing authorities.	Dental care	Veterans in our VA Grant and Per Diem program receive dental care.

Appendix 7: Best Practice Examples from FY 2009

VISN	VA Facility - 2000 Name	Best Practice	Narrative
1	VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA		(no best practice narrative submitted)
1	VA Connecticut HCS (VAMC Newington and VAMC West Haven)	Long-term, permanent housing	By collaborating with local HUD Continuums of Care and Ten-Year Plan to End Homelessness committees, our VA has partnered with many service providers. Chrysalis Center, Inc. in Hartford has emerged as a leader in developing supportive housing opportunities for people experiencing homelessness. Chrysalis Center created the Veterans Support Program which was successful in securing 24 units of permanent supportive housing (non-VA funded) with case management for Veterans and their families. They also case manage six additional Veterans who obtained their own housing. HUD funding was secured to support two full-time case managers and a project coordinator to provide services with a mix of tenant- and project-based vouchers.
1	VAM&ROC Togus, ME - 402		(no best practice narrative submitted)
1	VAM&ROC White River Junction, VT - 405		(no best practice narrative submitted)
1	VAMC Manchester, NH - 608	Long-term, permanent housing	The VASH Program Manager advocated for a storage trailer at our VA in order to store/collect used furniture for the Veterans to use in their apartments. The program is run by VA volunteers. All 33 current VASH veterans utilized this service and received a clean bed to sleep on. We believe such a service helps each VASH Veteran feel like their apartment is truly a home!
1	VAMC Northampton, MA - 631 (Leeds)	Long-term, permanent housing	A chronically homeless Veteran with HIV, polysubstance abuse issues, and mental health issues was in and out of a local shelter. He was followed by our Healthcare for Homeless Veterans coordinator on an outpatient basis. He cycled through the VA Substance Abuse Treatment Program, and Hope House (a rehabilitation program). He finally agreed to have a financial conservator and was admitted to the Soldier On transitional housing program. He has been clean and sober for two months.
1	VAMC Providence, RI - 650, Bristol, RI	Long-term, permanent housing	Our VASH social worker has established working relationships with local realtors to locate affordable housing units for our Veterans.
2	VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528)	Long-term, permanent housing	There are many Veterans who come through the VA Health Care for Homeless Veterans Program who function independently and do not require ongoing case management. Over the years, we have developed relationships with landlords who are veteran-friendly and proactive. The landlords know our program and will often alert us about Veteran tenants in need. We will intercede and help the Veterans access VA care so they can remain independent. On average, we respond to landlord alerts 50 times a year.
2	VAMC Albany, NY - 500		(no best practice narrative submitted)
2	VAMC Canandaigua, NY - 528A5, Bath, NY, Rochester, NY		(no best practice narrative submitted)
2	VAMC Syracuse, NY - 670	Long-term, permanent housing	Housing Visions, Inc. (Syracuse, New York) continues to expand permanent housing for homeless Veterans through completion of many new housing projects in Syracuse (Maple Heights - 12 units) and Oneida County (11 additional units).
2	VAMC Bath, NY		(no best practice narrative submitted)
3	VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)		(no best practice narrative submitted)

Appendix 7: Best Practice Examples from FY 2009

VISN	VA Facility - 2000 Name	Best Practice	Narrative
3	VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4)	Long-term, permanent housing	We worked closely with a faith-based group to begin renovating a church to provide permanent housing for homeless Veterans. The Reformed Church of Highland Park has a history of using their own property to provide housing to young women aging out of the foster care system. Based upon their success, we supported them in securing funding through the New Jersey Housing and Mortgage Finance Agency, and testified before the local zoning board on several occasions to facilitate this renovation. We also participated in several focus groups and other meetings with their congregation and concerned members of the community. This partnership with a faith-based group to provide housing for homeless Veterans represents a creative approach to financing these projects. These churches may not have much more capital, but they can leverage the equity in their excess property to receive support for these projects. We also share a common mission to "serve the underserved." We look forward to expanding these initiatives through other faith-based groups in New Jersey.
3	VAMC Bronx, NY - 526, VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) and VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620)		(no best practice narrative submitted)
3	VAMC Northport, NY - 632	SSI/SSD process	Northport VA Medical Center has a representative from the local Social Security Administration office on-site once a week. The representative assists Veterans and staff in completing applications, checking application status, and expediting case decisions.
4	VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)	Credit counseling	We have an informal agreement with Citizens Bank. They help our Veterans set up checking and savings accounts and offer credit counseling advice. Bank staff go out of their way to help. For example, the bank staff will call with the Veteran to arrange a direct deposit of their Social Security check. Measurable results: over the past year, 11 Veterans were assisted and are continuing to use bank services. We recognized three Citizens Bank employees at our 2009 CHALENG meeting for their outstanding service.
4	VAM&ROC Wilmington, DE - 460		(no best practice narrative submitted)
4	VAMC Altoona, PA - 503		(no best practice narrative submitted)
4	VAMC Butler, PA - 529		(no best practice narrative submitted)
4	VAMC Clarksburg, WV - 540	Long-term, permanent housing	We have an excellent relationship with our Clarksburg-Harrison Regional Housing Authority who is administering our 35 HUD vouchers for VASH. Previously, the Authority had helped secure some HUD Shelter Plus Care beds for use by our chronically homeless Veterans.
4	VAMC Coatesville - 542		(no best practice narrative submitted)
4	VAMC Erie, PA - 562	Long-term, permanent housing	The Erie HUD-VASH coordinator noticed many Veterans moving into their own apartments do not have furniture (chairs, beds). The Erie VA implemented a "Virtual Warehouse." When community organizations and the public offer to donate furniture and other household items, they inform our program. The VASH coordinator matches the items with client need; then facilitates the delivery of the item from the donor to the Veteran's apartment. This has eliminated the need for maintaining a physical storage area for donations.
4	VAMC Lebanon, PA - 595		(no best practice narrative submitted)
4	VAMC Philadelphia, PA - 642		(no best practice narrative submitted)
4	VAMC Wilkes-Barre, PA - 693		(no best practice narrative submitted)

Appendix 7: Best Practice Examples from FY 2009

VISN	VA Facility - 2000 Name	Best Practice	Narrative
5	VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)		(no best practice narrative submitted)
5	VAMC Martinsburg, WV - 613		(no best practice narrative submitted)
5	VAMC Washington, DC - 688	Long-term, permanent housing	For long-term housing, we are using the HUD-VASH vouchers. The homeless team identifies Veterans who need case management. Our treatment team assesses their needs for housing and case management. All VASH participants are assigned a case manager who will work with them throughout the housing process (addressing credit issues, finding a suitable apartment, obtaining furniture and food). Once housed, all Veterans continue to receive case management to promote their ongoing success.
6	VAMC Asheville, NC - 637	SSI/SSD process	SOAR (SSI/SSDI Outreach, Access and Recovery) is a training that teaches caseworkers how to navigate the SSI/SSDI System and assist homeless individuals obtain benefits. Asheville's SOAR program started in July 2008. In Buncombe County, benefits approval rate jumped from 15% to 93%. Two VA social workers received SOAR training and have helped four Veterans obtain benefits. The North Carolina Coalition to End Homelessness (Raleigh, North Carolina) keeps data on the SOAR initiative.
6	VAMC Beckley, WV - 517		(no best practice narrative submitted)
6	VAMC Durham, NC - 558		(no best practice narrative submitted)
6	VAMC Fayetteville, NC - 565		(no best practice narrative submitted)
6	VAMC Hampton, VA - 590	Long-term, permanent housing	The Housing First/Assertive Community Treatment program -- "My Own Place" -- provides permanent supportive housing for chronically homeless persons with mental illness and co-occurring mental illness and substance abuse. The program is an essential element in the City of Norfolk's Ten-Year Plan to End Homelessness. There are now 36 Housing First units. This program targets the toughest cases on the streets of Norfolk -- and given the success rate of the Pathways model nationally -- offers the strongest hope to end chronic homelessness in our community. There are many local agencies involved in the program. There are currently six Veterans in the program who all had histories of repeated recidivism and multiple VA treatment episodes. Since entering the program, these Veterans' psychiatric admissions have nearly stopped completely and they have been able to maintain their housing.
6	VAMC Richmond, VA - 652	Long-term, permanent housing	We have increased the number of HUD-VASH vouchers used in the community. All our 35 vouchers are being used; another 35 are due soon. Our program has developed resources for providing move-in furniture and household items.
6	VAMC Salem, VA - 658		(no best practice narrative submitted)
6	VAMC Salisbury, NC - 659	SSI/SSD process	As a result of our partnership with the Social Security Administration office in Rowan, six Veterans had their SSI claims expedited. They were approved for benefits within 60 days.
7	VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4)		(no best practice narrative submitted)
7	VAMC - Augusta, GA - 509		(no best practice narrative submitted)
7	VAMC Atlanta, GA - 508 (Decatur, GA)		(no best practice narrative submitted)

Appendix 7: Best Practice Examples from FY 2009

VISN	VA Facility - 2000 Name	Best Practice	Narrative
7	VAMC Birmingham, AL - 521	Legal assistance for outstanding warrants/fines	We have secured a form letter from the State of Alabama: "Motion for Waiver of Fines under the Suspension and Reduction of Penalty Conditioned on Participation in Drug Rehabilitation Program." We give this letter to Veterans with outstanding fines and legal issues. One Veteran said the submission of the letter resulted in a resolution of his fines.
7	VAMC Charleston, SC - 534	Legal assistance for outstanding warrants/fines	We have a working relationship with Crisis Justice Project that provides free legal services to homeless Veterans. Since January 2009: 16 Veterans have been assisted with disability claims (1 approved, 15 pending) and 45 Veterans have been helped with a wide array of legal issues (warrants, fines, etc.)
7	VAMC Columbia, SC - 544		(no best practice narrative submitted)
7	VAMC Dublin, GA - 557		(no best practice narrative submitted)
7	VAMC Tuscaloosa, AL - 679	Long-term, permanent housing	The Tuscaloosa VA staff meets monthly with area homeless providers. This group has developed a low-income housing list, noting which landlords are willing to waive deposits, credit checks, and police background checks. This project demonstrates the willingness of local agencies to work together and share their "trade secrets" for the good of homeless Veterans.
8	VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4)		(no best practice narrative submitted)
8	VAH Tampa, FL - 673		(no best practice narrative submitted)
8	VAMC Bay Pines - 516		(no best practice narrative submitted)
8	VAMC Miami, FL - 546		(no best practice narrative submitted)
8	VAMC West Palm Beach, FL - 548		(no best practice narrative submitted)
8	VAMC San Juan, PR - 672		(no best practice narrative submitted)
	VAMC Orlando, FL-675		(no best practice narrative submitted)
9	VAMC Huntington, WV - 581		(no best practice narrative submitted)
9	VAMC Lexington, KY - 596		(no best practice narrative submitted)
9	VAMC Louisville, KY - 603		(no best practice narrative submitted)
9	VAMC Memphis, TN - 614		(no best practice narrative submitted)
9	VAMC Mountain Home, TN - 621		(no best practice narrative submitted)
9	VAMC Nashville, TN - 626 (Nashville and Murfreesboro)		(no best practice narrative submitted)
10	VAMC Chillicothe, OH - 538	Long-term, permanent housing	Our program has addressed the need of permanent housing through our HUD-VASH program. We were able to help 35 Veterans and their families find affordable housing. Twelve household include minor children; 5 involve Veterans with a disability. Twenty-one of the Veterans have secured employment and four Veterans have actually graduated VASH and become financially independent. We collaborate with many community partners including: the Metropolitan Housing Authority, Community Action, Veterans Service Organization, Love, Inc., Ross County Job and Family Services, local shelters, utility companies, and private landlords.
10	VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)		(no best practice narrative submitted)

Appendix 7: Best Practice Examples from FY 2009

VISN	VA Facility - 2000 Name	Best Practice	Narrative
10	VAMC Cleveland, OH - 541, (Brecksville, OH)	Long-term, permanent housing	We have collaborated with a local Housing First project since its inception in we have Veterans placed in all four supportive housing sites. The VA is providing case management and oversight of Veterans at these sites. Our partners are: Mental Health Services (community homeless mental health agency), Emerald Development and Economic Network Inc., (EDEN) and Enterprise Community Partners, Inc.
10	VAMC Dayton, OH - 552		(no best practice narrative submitted)
10	VAOPC Columbus, OH - 757, (Grove City, OH)	Re-entry services for incarcerated Veterans	We have started referring Veterans to "stages-of-change" program (intervention designed to promote positive lifestyle changes) at a local community agency. We provide case management. We've also started justice outreach for incarcerated Veterans re-entering society.
11	Toledo, OH, Outpatient Clinic		(no best practice narrative submitted)
11	VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610)		(no best practice narrative submitted)
11	VAMC Battle Creek, MI - 515	Long-term, permanent housing	Through an Enhanced Use Lease (EUL), Medallion Management, Inc. is providing 75 single room occupancy units for homeless Veterans on our campus. To date, 75 Veterans have been leased-up with Medallion: 22 of these Veterans transitioned from our Domiciliary.
11	VAMC Danville, IL - 550		(no best practice narrative submitted)
11	VAMC Detroit, MI - 553	Long-term, permanent housing	For the first time in the history of the John D. Dingell Medical Center, the Partnership between Housing and Urban Development and Veterans Affairs (HUD-VASH) has allowed the Health Care for Homeless Veterans (HCHV) Program to be successful in providing a vehicle to assist with ending homelessness. Our facility received 105 Section 8 housing vouchers and through our partnership of the Michigan State Housing Development Authority (MHSDA) we have issued 102 vouchers to homeless Veterans for long-term, permanent housing. There is a case manager for every 35 Veterans which will assist them up for five years to keep their housing. We are in the process of filling four more vacancies for HUD-VASH case managers for the newly allocated 140 vouchers. We were also instrumental in working with Southwest Solutions in their efforts to provide 150 newly-constructed permanent housing units for Veterans less than two miles from the medical center. We are very proud and happy about recent accomplishments.
11	VAMC Indianapolis - 583	Credit Counseling	We run 4-session budgeting classes on a continuing basis and attendance has been good. Veterans in VASH are strongly encouraged to attend.
11	VAMC Saginaw, MI - 655	Long-term, permanent housing	We have distributed 35 HUD-VASH vouchers; 30 Veterans are currently in permanent housing, five are in process. Thirty-five more vouchers are pending.
12	VAH Hines, IL - 578 and VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537)		(no best practice narrative submitted)
12	VAH Madison, WI - 607		(no best practice narrative submitted)
12	VAMC Iron Mountain, MI - 585	Long-term, permanent housing	There was a Veteran in the community who was homeless with significant medical problems which were exacerbated by living in a car/storage shed. He presented to a community agency who we had outreached to and the staff were aware of our services. We worked with the agency to place the Veteran in an apartment and a Veterans Benefits Officer assisted with fiduciary issues and money management education. We made a Geriatric and Extended Care (GEC) referral to assist the disabled Veteran continue to live independently in the community.

Appendix 7: Best Practice Examples from FY 2009

VISN	VA Facility - 2000 Name	Best Practice	Narrative
12	VAMC Milwaukee, WI - 695		(no best practice narrative submitted)
12	VAMC North Chicago, IL - 556		(no best practice narrative submitted)
12	VAMC Tomah, WI - 676		(no best practice narrative submitted)
15	VA Eastern Kansas HCS (VAMC Leavenworth - 677A4)		(no best practice narrative submitted)
15	VAH Columbia, MO - 543	Long-term, permanent housing	Our VA utilized all 35 HUD-VASH vouchers distributed in FY 2008 and is working to fill the 35 additional vouchers distributed in FY 2009.
15	VAM&ROC Wichita, KS - 452	Long-term, permanent housing	We have established relationships with landlords to get Veterans housed through HUD-VASH. Local service organizations and agencies have assisted by providing move-in deposits, assistance with utility bills, furniture, and household items. The Veterans of Foreign Wars and American Legion have also helped by providing furniture. McConnell Air Force base provides volunteers and trucks to help Veterans pick up furniture and move into their apartments. In addition to VASH, a local Housing First project is helping Veterans move into their own apartments. We work with the city and county in housing chronically homeless Veterans. They pay for the deposit, credit check, and utilities; we provide case management.
15	VAMC Kansas City, MO - 589		(no best practice narrative submitted)
15	VAMC Marion, IL - 609		(no best practice narrative submitted)
15	VAMC Poplar Bluff, MO - 647		(no best practice narrative submitted)
15	VAMC St. Louis, MO - 657		(no best practice narrative submitted)
15	VAMC Topeka - 677	Long-term, permanent housing	Staff at the VA Eastern Kansas Healthcare System continue to work closely with the HUD Continuums of Care in both rural and urban parts of our service area. The Kansas Balance of State Continuum of Care (BoS COC) created over 500 new units of housing for individuals and families in the last five years. These partnerships are very important in our efforts to serve homeless Veterans in all parts of our state.
16	VA Central Arkansas Veterans HCS - 598	Long-term, permanent housing	St. Francis House is a VA Grant and Per Diem program. It is also an active partner with the Arkansas Benefit Bank Program which is designed to streamline federal and state resources for disenfranchised persons. Veterans at St. Francis are able to apply for food stamps, employment, birth certificates, and disability services through the Benefit Bank. This improves access to resources necessary to improve financial stability and prepare for a transfer to permanent housing. We also partner with the North Little Rock Housing Authority homeownership preparedness program.
16	VA Gulf Coast HCS - 520, Biloxi, MS, Pensacola, FL	Long-term, permanent housing	Long-term permanent housing has just begun to be attended to in the Pensacola, Florida area with a HUD-VASH case manager brought on this fiscal year. With new vouchers and staff we will address permanent housing need in Biloxi, Mississippi and Panama City, Florida. For our area, emergency and transitional housing are still high unmet needs because there is none available.
16	VAMC Alexandria, LA - 502		(no best practice narrative submitted)
16	VAMC Fayetteville, AR - 564	Long-term, permanent housing	We requested and received 35 HUD-VASH vouchers for northwest Arkansas in FY 2008; these have all been issued. In FY 2009 we received 35 more vouchers for southwest Missouri and are working to fill these.

Appendix 7: Best Practice Examples from FY 2009

VISN	VA Facility - 2000 Name	Best Practice	Narrative
16	VAMC Houston, TX - 580	Long-term, permanent housing	We have two long-term, permanent housing programs for Veterans: (1) HUD Shelter Plus Care and (2) the HUD-VASH program. The Shelter Plus Care program began in 1994 and was designed to provide housing and treatment to individuals (and their families) with substance abuse, mental health, and medical issues. In the past 15 years, we have helped Veterans remain sober, find employment, purchase their own homes, and become advocates for other homeless Veterans. Last year we started a second program, HUD-VASH. To start up VASH, we relied heavily on the infrastructure and knowledge from our Shelter Plus Care program to quickly serve 300 Veterans and train 11 new staff. Now that we have an addition 285 vouchers and are expanding to new areas in the Greater Houston area, we are confident that we will be able to continue to meet the needs of Veterans and provide high quality services.
16	VAMC Jackson, MS - 586		(no best practice narrative submitted)
16	VAMC New Orleans, LA - 629		(no best practice narrative submitted)
16	VAMC Oklahoma City, OK - 635	Legal assistance for Child Support Issues	After seeing the negative impact of child support payments, arrearages and garnishments on the process of Veterans trying to end their homelessness, a meeting was held with staff from the Oklahoma Department of Human Services, and the regional child support office. Both agencies discussed their policies and programs. The result was an informal agreements with procedures for modifying the child support payments of Veterans with Oklahoma County supervised child support payments as long as the Veteran was actively participating in the homeless program. This has received legislative interest due to the number of returning Veterans who need homeless prevention assistance. It is hoped this dialogue will continue with positive results.
16	VAMC Shreveport, LA - 667		(no best practice narrative submitted)
16	VAMC Muskogee, OK-623 (Tulsa, OK)		(no best practice narrative submitted)
17	VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674 and VAMC Waco - 674A4), Austin	SSI/SSD process	Our Austin VA has a computer lab for Veterans to apply online for SSI/SSD. A Healthcare for Homeless Veterans (HCHV) social worker received training on the online application process and assists Veterans in the lab.
17	VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549)	Re-entry services for incarcerated Veterans	VA North Texas Healthcare System (VANTHCS) Comprehensive Homeless Center provides re-entry services for incarcerated mentally ill Veterans through the LIVE-THRIVE Program (Veterans Diversion and Transition Team). This was funded as a pilot from VA Central Office for two years. Program staff provide case management; act as a liaison to the court for legal proceedings; coordinate primary and mental health care services upon Veteran release; offer vocational rehabilitation for job readiness and referrals for employment; help Veterans acquire identification, housing, social services or re-initiating benefits for VA or SSA disability income; assist family adjustment through supportive counseling for reconciliation; and secure transportation assistance for necessary health care and legal appointments. This program is vital in connecting Veterans to health care services promptly and addresses the many legal, financial, and social barriers facing released individuals. We have a working relationship with the local Dallas County court system to divert Veterans from incarceration and into VA treatment and case management. Outcomes recently tracked were: (1) number of Veterans serviced (91); (2) recidivism rate after one year (13.6% for program participants versus Department of Justice's average of 54.3%).
17	VA South Texas Veterans HCS (VA OPC Corpus Christi, TX - 671BZ)		(no best practice narrative submitted)

Appendix 7: Best Practice Examples from FY 2009

VISN	VA Facility - 2000 Name	Best Practice	Narrative
17	VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671), Corpus Christi, TX		(no best practice narrative submitted)
18	El Paso VA HCS, TX - 756	Long-term, permanent housing	We now have 105 HUD-VASH vouchers and finally established our HUD Shelter Plus Care Program with 15 units filled. We have received assistance from the El Paso Coalition for the Homeless, the Opportunity Center, and, of course, the Housing Authority of El Paso. Since both the VASH and Shelter Plus Care programs have been operational for a few months, we do not have sufficient empirical data to substantiate their positive impact.
18	VA New Mexico HCS - 501		(no best practice narrative submitted)
18	VA Northern Arizona HCS - 649		(no best practice narrative submitted)
18	VA Southern Arizona HCS - 678		(no best practice narrative submitted)
18	VAMC Amarillo, TX - 504		(no best practice narrative submitted)
18	VA West Texas HCS - 519	SSI/SSD process	We now have an excellent collaborative relationship with the local Social Security Administration Office regarding SSI (Social Security Income Benefits) and (SSD) Social Security Disability Benefits.
18	VAMC Phoenix, AZ - 644		(no best practice narrative submitted)
19	VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT	Long-term, permanent housing	In the past year, this unmet need was addressed by ramping up the HUD-VASH program. Over 80 homeless Veterans have been screened with about half (42) receiving vouchers. Ninety-five (95) percent of these received their vouchers in less than one month; 83% in two weeks or less. This quick turnaround time is due to the relationship we developed with the local public housing authority.
19	VA Southern Colorado HCS, CO-567	Re-entry services for incarcerated Veterans	We are working with the Department of Corrections and the Department of Labor in serving recently incarcerated Veterans (providing housing and employment).
19	VAM&ROC Cheyenne, WY - 442		(no best practice narrative submitted)
19	VA Eastern/Southern Colorado HCS, CO (VAMC Denver - 554)		(no best practice narrative submitted)
19	VAMC Grand Junction, CO - 575		(no best practice narrative submitted)
19	VAMC Salt Lake City, UT - 660	SSI/SSD process	We have implemented a six-week class on credit rehabilitation. The program was created by a local CPA association; the members volunteer to their time and provide materials. The curriculum focuses on savings, improving FICO score, avoiding predatory lenders and developing a spending plan.
19	VAMC Sheridan, WY - 666	Long-term, permanent housing	HUD-VASH has made a significant impact on the provision of permanent housing for Veterans. The VASH program manager works closely with the local HUD point of contact and other community agencies. There are weekly service and treatment groups in the Community that are attended by all VASH participants.
20	VA Alaska HCS & RO - 463		(no best practice narrative submitted)
20	VA DOM White City, OR - 692	Long-term, permanent housing	Due to our success in allocating our first allotment of HUD-VASH vouchers, we were granted an additional 70 which we will fill easily in FY 2010. Community providers and agencies are aware of our program and are referring Veterans to us. We also prepare our Veterans in VA Grant and Per Diem (GPD) transitional housing for possible admittance into VASH. All VA GPD residents participate in the Second Chance Renters Rehabilitation Program : an 8-week course that teaches good tenant skills, and works to clear bad credit issues. Many Veterans who complete this program have entered VASH or even obtained non-HUD housing. The Second Chance program is run by Disability Advocacy for Social & Independent Living (DASIL).

Appendix 7: Best Practice Examples from FY 2009

VISN	VA Facility - 2000 Name	Best Practice	Narrative
20	VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA	Long-term, permanent housing	Our VA mental health staff aggressively pursue collaborations with community partners who provide non-VASH permanent supportive housing for chronically mentally ill individuals. In return for Veterans being placed in this housing, VA mental health and addiction treatment staff provide on-site support for the Veterans.
20	VA Roseburg HCS, OR - 653 (Eugene, OR)	Re-entry services for incarcerated Veterans	We are helping Sponsors, Inc start their 10-bed VA Grant and Per Diem program for formerly incarcerated Veterans. The program is scheduled to open in the summer of 2010.
20	VAMC Boise, ID - 531		(no best practice narrative submitted)
20	VAMC Portland, OR - 648	SSI/SSD process	Our VA Grant and Per Diem provider, Central City Concern, has a "Benefits and Entitlement Specialist Team (BEST)." This team assists Veterans in completing Social Security claims. All team members have been trained in filling out SSI (Social Security Insurance) and SSD (Social Security Disability) claims -- with an emphasis on reporting accuracy and expediting the process. This has been a great success for our Veterans. This past year, 25 Veterans worked with BEST and received notification of their awards within 60 to 90 days.
20	VAMC Spokane, WA - 668	Welfare Payments	We worked with the Washington State Department of Social and Health Services to expedite food stamps for 600 Veterans.
20	VAMC Walla Walla, WA - 687		(no best practice narrative submitted)
21	VA Central California HCS, CA - 570		(no best practice narrative submitted)
21	VA Northern California HCS - 612 (Martinez, Oakland and Sacramento)	Long-term, permanent housing	When we were first awarded HUD-VASH vouchers, we contacted a local agency, Soldiers' Angels, for assistance with move-in costs and security deposits. The agency embarked on a fundraising drive and raised over \$15,000 for VASH vets. We have worked together to provide move-in funding for over 20 Veterans.
21	VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA		(no best practice narrative submitted)
21	VA Sierra Nevada HCS, NV - 654		(no best practice narrative submitted)
21	VAM&ROC Honolulu, HI - 459		(no best practice narrative submitted)
21	VAMC San Francisco, CA - 662		(no best practice narrative submitted)
22	VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE and VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691)		(no best practice narrative submitted)
22	VA Southern Nevada HCS - 593	Re-entry services for incarcerated Veterans	With the addition of a Veteran Justice Outreach specialist, we have developed a seamless transition process for incarcerated Veterans from the drug court to intense substance abuse treatment to transitional housing. The specialist works closely with the judge and probation office. Programs (contract transitional housing) have been pre-approved by courts. The typical Veteran client is transferred to a contract substance abuse facility after development of a treatment plan. The client stays in the SA facility for 30-60 days. Once treatment is completed, the client is transferred to a VA Grant and Per Diem transitional housing program. If requirements are met, he/she is eventually referred to HUD-VASH for independent housing and case management.
22	VAMC Loma Linda, CA - 605		(no best practice narrative submitted)

Appendix 7: Best Practice Examples from FY 2009

VISN	VA Facility - 2000 Name	Best Practice	Narrative
22	VAMC Long Beach, CA - 600		(no best practice narrative submitted)
22	VAMC San Diego, CA - 664		(no best practice narrative submitted)
23	VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4)	SSI/SSD process	We collaborated with an SSA (Social Security Administration) staff to provide an in-service for Rapid City homeless providers coalition on securing SSI (Social Security Insurance) and SSD (Social Security Disability) benefits for homeless populations. We distributed the guide <i>Stepping Stones to Recovery: A Case Manager's Manual for Assisting Adults Who Are Homeless, With Social Security Disability and Supplemental Security Income Applications</i> .
23	VAH&ROC Sioux Falls, SD - 438		(no best practice narrative submitted)
23	VAM&ROC Fargo, ND - 437	Long-term, permanent housing	HUD-VASH has been a great success! We issued all 35 vouchers and had 33 Veterans housed within six months. We will receive an additional 35 vouchers. The long-term case management provider under VASH helps Veterans stay stable for longer periods of time.
23	VAMC Minneapolis, MN - 618, and Superior, WI		(no best practice narrative submitted)
23	VAMC St. Cloud, MN - 656		(no best practice narrative submitted)
23	VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4)		(no best practice narrative submitted)
23	VA Nebraska Western Iowa (VAMC Grand Island - 597A4 and VAMC Lincoln - 597)		(no best practice narrative submitted)
23	VA Nebraska Western Iowa VAMC Omaha -636		(no best practice narrative submitted)
23	VAMC Iowa City, IA - 584		(no best practice narrative submitted)

Appendix 8: CHALENG Points of Contact by VISN

COMMUNITY HOMELESSNESS ASSESSMENT, LOCAL EDUCATION AND NETWORKING GROUPS (CHALENG) FOR VETERANS - VAMC/VAOPC						
Name	Title/Program	Facility/Station Number	Address	City/State/Zip	Phone	Fax
VISN 1						
Karen Guthrie, MSW	Homeless Veterans Coordinator	VA Medical Center -523	150 S. Huntington Ave.	Boston, MA 02130	617-699-2522	857-364-4477
John Sullivan	Homeless Veterans Coordinator	VA Community Care Center	114 Orange Ave.	West Haven, CT 06516	203-479-8043	203-931-4068
Amy Tague	Homeless Veterans Coordinator	VA Medical & Regional Office -402	One Veterans Center	Togus, ME 04330	207-623-8411 ext.5658	207-623-5780
Jesse H. Vazzano	Homeless Coordinator	Edith N. Rogers Vet. Hosp. -518	200 Springs Road	Bedford, MA 01730	781-687-2705	781-687-3179
see Karen Guthrie above	Homeless Veterans Coordinator	VA Medical Center -525	940 Belmont Street	Brockton, MA 02401	508-583-4500 ext. 1122	508-583-4500 ext. 2592
Robert Carroll	Homeless Veterans Coordinator	VA Medical Center -631	421 North Main Street	Leeds, MA 01053	413-584-4040 ext.2136	413-582-3178
Lisa C. Jacobus	Homeless Program Coordinator	VA Medical Center -608	718 Smyth Road	Manchester, NH 03104	603-657-5613	603-626-6503
see William Hart below	Homeless Veterans Program Coordinator	VA Medical Center -650	Davis Park	Providence, RI 02907	401-273-7100	401-254-2076
Kathleen Browne	Homeless Veterans Program Coordinator	VA Med. & Regional Office -405	215 North Main Street	White River Junction, VT 05009	802-655-1356	802-296-5150
John Sullivan	Homeless Veterans Service Coordinator	VA Medical Center -627	555 Willard Ave	Newington, CT 06111	203-479-8043	860-667-6842
William D. Hart, LICSW	Veterans Transitional Supportive Program	Rhode Island Veterans Home	480 Metacom Ave	Bristol, RI 02809	401-254-8447	401-254-2076
VISN 2						
James Peluso	Homeless Coordinator	Samuel Stratton VA Med Ctr -500	170 Ontario Street	Albany, NY 12206	518-626-5158	518-462-3099
Rose Whedbee	BH OPT Clinic Manager	VA Medical Center -514	Argonne Avenue	Bath, NY 14810	607-664-4308	
Kevin O'Hagan,	HCHV Coordinator	VA Medical Center	400 Fort Hill Avenue	Canandaigua, NY 14424	585-393-7732	585-393-8344
Herbert Wittmeyer, RN, BSN	HCHV Coordinator	VA Medical Center -528	1298 Main Street	Buffalo, NY 14209	716-881-5855 ext. 227	716-883-8420
Robert Van Keuren	VISN 2 Homeless Veterans Program Coord.	VA Medical Center -532	400 Fort Hill Avenue	Canandaigua, NY 14424	716-393-7413	716-393-7629
Frank Ernenwein, ACSW	HCHV Coordinator	VA Medical Center -670	1031 E. Fayette Street	Syracuse, NY 13210	315-425-4400 ext.51016	315-425-4406
VISN 3						
Adrina Campbell, LCSW	HCHV Coordinator	Bronx VA Medical Center -526	130 W. Kingsbridge Rd.	Bronx, NY 10468	718-584-9000 ext. 3710	718-679-3363
Emily Kalb, LCSW	Coordinator, Project TORCH	VA NY Harbor HCS-527	40 Flatbush Ave. Ext., 8th Fl.	Brooklyn, NY 11201	718-439-4345	718-439-4356
see Paul Stolz below		VA Hudson Valley HCS		Castle Point, NY 12511-9999		
Paul Stolz, LMSW	Homeless Veterans Coordinator	VA Hudson Valley HCS	P. O. Box 100 Bldg 52, Albany Post Rd	Montrose, NY 10548	914-737-4400 ext. 3740	914-788-4371
see Emily Kalb above		VA Medical Center -630	423 E. 23rd St.	New York, NY 10010		
Greg Curran, LCSW	HCHV Coordinator	VA Medical Center -632	79 Middleville Road	Northport, NY 11768	631-261-4400 ext. 2204	631-266-6029
Donna Branca, LCSW	Homeless Program Coordinator	VA New Jersey HCS-561/561A4	151 Knollcroft Rd., Bldg 57	Lyons, NJ 07939	908-647-0180 ext.4983	908-604-5850
VISN 4						
Mary F. Pilarski, RN	Homeless Coordinator	VA Medical Center -645	7180 Highland Drive	Pittsburgh, PA 15205-1297	412-365-5273	412-365-5795
Tracy C. Polk, MSW	Homeless Veterans Coordinator	VA Medical & Regional Office -460	1601 Kirkwood Highway	Wilmington, DE 19805	302-994-2511	302-633-5482
Karen Vislosky	Homeless Veterans Coordinator	James E. Van Zandt VAMC -503	2907 Pleasant Valley Blvd.	Altoona, PA 16602	814-943-8164 ext. 7640	814-940-7898
Daniel Slack, SW	Homeless Coordinator	VA Medical Center -529	325 New Castle Road	Butler, PA 16001-2480	724-285-2439	724-477-5038
Franklin Birch, MA	Director, Domiciliary Homeless Program	VA Medical Center -542	1400 Black Horse Hill Rd	Coatesville, PA 19320	610-384-7711	610-383-0283
Laryssa Stolar, SW	HCHV Coordinator	VA Medical Center -562	135 East 38th	Erie, PA 16504	814-860-2481	814-456-5464
Keisha D. Kerr, LSW	Homeless Veterans Coordinator	VA Medical Center -595	1700 S. Lincoln Avenue	Lebanon, PA 17042	717-272-6621	717-228-5972
Stephen C. Bennett, LCSW	HCHV Coordinator	VA Medical Center -642	University & Woodland Avenues	Philadelphia, PA 19104	215-823-5800 ext.5506	215-823-4040
David Warke, SW	HCHV Coordinator	VA Medical Center -693	1111 East End Blvd.	Wilkes-Barre, PA 18711	570-824-3521 ext. 7956	570-821-7299
Tammy M. Fumich, MSW, LGSW	Homeless Coordinator	Louis A. Johnson VAMC -540	1 Medical Center Drive	Clarksburg, WV 26301	304-623-3461 ext. 3583	304-626-7726
VISN 5						
Cook, Craig LISW-C	GPD Liaison	VA Medical Center -512	10 North Greene Street	Baltimore, MD 21201	410-605-7000 ext.7264	410-605-7926
Ann Kollmann, LISW-C	HUD VASH Case Manager	VA Maryland HCS -512a5	Bldg 1 H	Perry Point, MD 21902	410-642-2411 ext.5505	410-642-1852
Kevin Morton, LICSW	Homeless Veterans Coordinator	VA Medical Center -688	50 Irving Street, NW	Washington, DC 20422	202-745-8000 ext. 6892	202-745-8629
Jason A. Malcy, Ph.D.	DCHV Manager	VAMC, Domiciliary 502 -613	510 Butler Ave.	Martinsburg, WV 25401	304-263-0811 ext. 4659	304-264-3989

Appendix 8: CHALENG Points of Contact by VISN

Name	Title/Program	Facility/Station Number	Address	City/State/Zip	Phone	Fax
VISN 6						
Bob Williamson, MSW	Homeless Veterans Program Coordinator	VA Medical Center -558	508 Fulton Street	Durham, NC 27703	919-286-0411. 6045	919-416-5834
Allison Haberfield	Homeless Veterans Program Coordinator.	VA Medical Center -637	1100 Tunnel Road	Asheville, NC 28805	828-298-7911 ext.5335	828-299-5804
Edgar C. Norwood	Acting HCHV Coordinator, GPD Liaison	VA Medical Center -565	2300 Ramsey Street	Fayetteville, NC 28301	910-488-2120 ext.5679	910-482-5163
Hattie Johnson, SW	HCHV Coordinator	VA Medical Center -659	1601 Brenner Avenue, Bldg 11.	Salisbury, NC 28144	704-638-9000 ext.3699	704-638-3329
Martha Chick-Ebey, MSW	HCHV Coordinator	VA Medical Center -590	100 Emancipation Road	Hampton, VA 23667	757-722-9961 ext. 1285	757-726-6035
Raymond Patterson, SW	HCHV Coordinator	Hunter Holmes McGuire VAMC -652	1201 Broad Rock Blvd.	Richmond, VA 23249	804-675-5000 ext.4191	804-675-5346
Gayle Sanford, SW	Acting Homeless Veterans Coordinator	VA Medical Center -658	1970 Roanoke Boulevard	Salem, VA 24153	540-982-2463 ext.1230	540-224-1904
William Workman	Homeless Veterans Coordinator	VA Medical Center -517	200 Veterans Avenue	Beckley, WV 25801	304-255-2121 ext.4480	304-255-2431
VISN 7						
Calvin Scott	HCHV Coordinator	VA Medical Center	2675 N. Martin Street, Bldg 700	East Point, GA 30344	404-321-6111 ext.7437	404-327-4028
Beverly A. Knighten	Homeless Veterans Program Coordinator	VA Medical Center -509	1 Freedom Way	Augusta, GA 30904	706-733-0188 ext. 7426	706-481-6749
Michael Bland, SW	Domiciliary Chief. Homeless Program	Carl Vinson VAMC -557	1826 Veterans Blvd.	Dublin, GA 31021	478-272-1210 ext.2189	478-277-2874
Willie Fields, LCSW	Coordinator, Homeless Veterans Program	VA Medical Center -521	700 South 19th St.	Birmingham, AL 35205	205-933-8101 ext.6751	205-939-4585
see Marguerita High below		VA Medical Center -619	215 Perry Hill Road	Montgomery, AL 36109-3798	334-727-0550 ext.5350	334-724-6764
Deborah Williams	HCHV Outreach Coordinator	VA Medical Center -679	3701 Loop Road East	Tuscaloosa, AL 35404	205-554-2000 ext.2416	205-554-3556
Marguerita High	HCHV Coordinator	VA Medical Center -680	2400 Hospital Road	Tuskegee, AL 36083	334-727-0550 ext.3345	334-724-6764
Linda M. Williams, RN	HCHV Coordinator	Ralph H. Johnson VAMC -534	109 Bee Street	Charleston, SC 29401-5799	843-789-7953	843-853-9167
Margaret Battle	Grant & Per Diem Liaison	WJB Dorn Vets. Hospital -544	6439 Garners Ferry Rd.	Columbia, SC 29209-1639	803-776-4000 ext. 7445	803-695-7962
VISN 8						
Carrie E. Meo-Omens, LCSW	Homeless Veteran Coordinator (18)	VA Medical Center -516	10000 Bay Pines Blvd.	Bay Pines, FL 33744	727-398-6661 ext.4711	727-318-1264
Vianne Marchese	Homeless Veteran Coordinator	VA Medical Center -573	1601 Southwest Archer	Gainesville, FL 32608	352-376-1611ext.7461	352-376-7901
see Vianne Marchese above	Homeless Coordinator	VA Medical Center -594	801 South Marion Street	Lake City, FL 32025-5898		
Beth Wolfsohn, LCSW	Homeless Program Coordinator	VA Medical Center -546	1201 NW 16th Street	Miami, FL 33125	305-541-5864 ext. 143	305-541-8614
Wendy Hellickson, LCSW (116-A7)	HCHV Coordinator	James A. Haley Vets Hosp -673	10770 N. 46th Street	Tampa, FL 33617	813-979-3559	813-228-2857
Carla Paula Dasilva, LCSW	Homeless Coordinator	W. Palm Beach VAMC -548	7305 N. Military Trail	West Palm Beach, FL 33410	561-422-8262	561-442-5309
Daniel Aponte-Ramos, MSW	Homeless Veteran Coordinator	VA Medical Center -672	10 Casia St.	San Juan, PR 00921-3201	787-641-7582 ext. 12327	787-641-4398
Heather S. Gallagher, LCSW	Homeless Veteran Coordinator	VA Medical Center - 675	5201 Raymond Street	Orlando, FL 32803	321-397-6614	
VISN 9						
Dan Heim, SW	HCHV Homeless Program	VA Medical Center -626	1310 24th Ave., South	Nashville, TN 37212-2637	615-327-4751 ext.2314	615-321-6353
Ovul Ince, SW	Homeless Coordinator	VA Medical Center -614	1030 Jefferson Avenue	Memphis, TN 38104	901-523-8990 ext.5152	901-577-7427
James Forgey	HCHV/DCHV Coordinator	VA Medical Center -621	James H. Quillen, VAMC	Mountain Home, TN 37684	423-979-2844	423-979-2812
Randy Moler	GPD Liaison	VA Medical Center -596	1101 Veterans Drive	Lexington, KY 40502	859-233-4511 ext.3607	859-281-3984
Brian A. Alexander, LCSW	Grant & Per Diem Liaison	VA Medical Center	800 Zorn Ave	Louisville, KY 40206	502-587-8122	502-583-1991
LeeAnn Bills	HCHV Coordinator	VA Medical Center -581	1540 Spring Valley Drive	Huntington, WV 25704	304-429-6755 ext.3711	
VISN 10						
Kathleen Penman	Homeless Program Coordinator	VAMC Building 4116A(B)	10000 Brecksville Road (181B)	Brecksville, OH 44141	440-526-3030 ext. 7036	440-546-2897
Amy Combs, Clinical SW	Homeless Coordinator (116A4)	VA Medical Center -538	17273 State Route 104	Chillicothe, OH 45601	740-773-1141	740-772-7051
Iola Green, MSSW	HCHV Coordinator	VA Med. Ctr. -539	1000 S. Ft. Thomas Ave.	Ft. Thomas, KY 41075	859-572-6226	606-572-6222
Lois Depp, MSW	DCHV & HCHV Coordinator (116)	VA Medical Center -552	4100 West 3rd Street	Dayton, OH 45428	937-267-3909	937-267-5314
John Roszkowski	Homeless Program Coordinator	VA Outpatient Clinic -757	543 Taylor Avenue	Columbus, OH 43203	614-257-5211	614-253-7961
VISN 11						
Clare Reed, MSW	HCHV Outreach Worker	VA Medical Center -506	2215 Fuller Road	Ann Arbor, MI 48105	734-769-7100 ext. 7298	734-769-7412
Shelia Williams, LMSW	Homeless Program Coordinator	VA Medical Center	4646 John R. Street	Detroit, MI 48201	313-576-1000 ext.64602	313-576-1074
Daleth C. Jean-Jules	HCHV Coordinator	VA Medical Center -515	5500 Armstrong Rd.	Battle Creek, MI 49037-7314	269-966-5600 ext.31648	269-223-5287
Mary K. Richards, SW	HCHV Coordinator	Aleda E. Lutz VAMC -655	1500 Weiss Street	Saginaw, MI 48602	989-497-2500 ext.11773	
Jennifer Gerrib, LCSW	Grant & Per Diem Liaison	Illiana VA Health Care System-550	1900 East Main Street	Danville, IL 61832	217-554-3411	217-554-4813
Naomi R. Nicastro	Homeless Program Coordinator	VAMC NIHCS Ft. Wayne Campus	2121 Lake Ave.	Ft. Wayne, IN 46805	260-426-5431 ext.71662	260-421-1029
Deb Walls, LCSW	HCHV Coordinator	Richard L. Roudebush VAMC -583	2669 Cold Spring Road, B	Indianapolis, IN 46222	317-988-3198	317-988-1854
Linda Webb, LISW	HCHV Program Coordinator	Toledo CBQC-506GA	3333 Glendale Avenue	Toledo, OH 43614	419-213-7524	419-213-7631

Appendix 8: CHALENG Points of Contact by VISN

Name	Title/Program	Facility/Station Number	Address	City/State/Zip	Phone	Fax
VISN 12						
Michael Gates	Homeless Program Coordinator	VA Medical Center 537	820 South Damen	Chicago, IL 60612	312 569-6929	708-202-8425
William Flood	Asst. Chief, Domiciliary	VA Medical Center -556	3001 Greenbay Road	North Chicago, IL 60064	847-688-1900 ext. 84842	847-578-3844
Nicole Foster-Holdwick	Homeless Program Coordinator	VA Medical Center -585	325 East "H" Street	Iron Mountain, MI 49801	906-774-3300 ext.32541	906-779-3147
Timothy C. Koerber	Homeless Coordinator	Wm. S. Middleton Vets Hosp. -607	2500 Overlook Terrace	Madison, WI 53705	608-256-1901 ext.11139	608-280-7025
Barbara Gilbert	HCHV Coordinator	VA Medical Center -695	3330 W. Wells Street	Milwaukee, WI 53208	414-342-2224	414-342-2207
Cindi Groskreutz	GPD Liaison	VA Medical Center -676	500 E. Veterans Parkway-407/2768	Tomah, WI 54660	608-372-3971 ext.67768	608-372-7792
William Baxter, LCSW	HCHV Coordinator	VA Medical Center-578	5000 South 5th Avenue	Hines, Illinois 60141-5050	708-202-4961	708-202-4954
VISN 15						
Okon Dale	Homeless Veterans Coordinator	VA Medical Center -589	4801 Linwood Blvd.	Kansas City, MO 64128-2295	816-861-4700 ext.57587	816-922-3317
Katherine S. Burnham, MSW	Homeless Veterans Program Coordinator	Harry S. Truman Vets. Hosp. -543	800 Hospital Drive (BHSL)	Columbia, MO 65201	573-814-6244	573-814-6493
Vickie Eich, SW	Homeless Veterans Coordinator(L-116)	VA Eastern Kansas HCS-Leavenworth	4101 S. 4th St. Tfway	Leavenworth, KS 66048	913-682-2000 ext. 52401	913-758-4149
Adam Coleman, LCSW	Homeless Veteran Coordinator/Clinical Sup.	VA Medical Center -609	2401 West Main Street	Marion, IL 62959	618-997-5311 ext.54463	618-993-4172
Kristina Bowlby, MSW	Homeless Veterans Coordinator	John J. Pershing VAMC	1500 N. Westwood Blvd.	Poplar Bluff, MO 63901	573-686-4151	573-778-4156
Kate Lewis , MSN	HCHV Coordinator, Recovery Program Mgr.	Hope Recovery Center	515 N. Jefferson	St. Louis, MO 63103	314-652-4100x55502	314-289-9547
Randy Crandall	Homeless Coordinator	Colmery-O'Neil VAMC -677	2200 Gage Boulevard	Topeka, KS 66622	785-350-3111 ext.52090	785-350-4368
Judith A. Epperson, SW	HCHV Coordinator	VA Medical & Regional Office -452	5500 E. Kellogg	Wichita, KS 67218	316-651-3684	316-634-3075
VISN 16						
Jourdon Presson, SW Chief	Coordinator, Social Work Service	VA Medical Center -586	1500 E. W. Wilson Dr.	Jackson, MS 39216	601-362-4471 ext.5504	601-368-4094
Rena Powell	HCHV Coordinator	VA Medical Center -502	P.O.Box 69004	Alexandria, LA 71306-9004	318-473-0010 ext. 2796	318-483-5177
Susan Guilory	Acting HCHV Coordinator	VA Medical Center -520	400 Veterans Ave.	Biloxi, MS 39531	228-523-5683	
Brian McAnally, LCSW	HCHV Coordinator/Grant & Per Diem Liaison	VA Medical Center -564	1100 N. College Avenue	Fayetteville, AR 72703	479-444-4004	501-587-5994
Derrick Morrison, LCSW	Homeless Veterans Program Coordinator	VA Medical Center -580	2002 Holcombe Blvd.	Houston, TX 77030	713-791-1414	
Estella L. Morris, Ph.D.	Prog. Mgr., Comprehensive Homeless Center	VA Medical Center	1101 W. 2nd Street	Little Rock, AR 72204	501-257-4499	501-257-4240
Kenneth Rocky, MSW	HCHV Coordinator	VA Medical Center -629	1601 Perdido Street	New Orleans, LA 70146	504-568-0811 ext 3620	504-589-5919
Carolyn Green	Homeless Program Coordinator	Overton Brooks VA Med Ctr -667	510 East Stoner Avenue	Shreveport, LA 71101-4295	318-841-4812	318-841-4784
Pamela S. Stark, SW	Homeless Veterans Coordinator (122H)	VA Medical Center -635	1140 NW 32nd	Oklahoma City, OK 73118	405-227-8811	405-290-1777
Christina Perez-Lanik	Homeless Coordinator, Suite 100	VA Medical Center	10159 E. 11th St.	Tulsa, OK 74128	918-610-2015	918-835-5760
see Christina Perez-Lanik above		VA Muskogee	1011 Honor Heights	Muskogee, OK 74401	918-680-3758	
Susan Guilory	Acting HCHV Coordinator	VA Outpatient Clinic	312 Kenmore Rd.	Pensacola, FL 32503	228-523-4245	850-723-3900
VISN 17						
Heloise Ferguson, MSW, MPH	VISN 17 Network Homeless Coordinator	VA Medical Center, North Texas	4500 Lancaster Rd.	Dallas, TX 75216	214-462-4546	214-857-1123
Tammy L. Wood	HCHV Coordinator	VA Medical Center, North Texas	4504 Bronze Street	Dallas, TX 75236	214-467-1863	
see Tammy L. Wood above	HCHV Coordinator	Sam Rayburn Mem Vet Ctr-522	1201 E. 9th Street	Bonham, TX 75418	903-583-6233	903-583-6687
Steve Shomion	HCHV Coordinator	S. TX Vets. Health Care Sys. -671	4073 Medical Drive, Fairhaven Ctr.	San Antonio, TX 78229	210-949-9005	210-949-9771
Paula Wood, LCSW	HCHV Coordinator	VA Medical Center -685	1901 Veterans Memorial Drive	Temple, TX 76504	254-743-1261	254-754-9346
Andrew Miller	HCHV Coordinator	VA Outpatient Clinic	2901 Montopolis Drive	Austin, TX 78741	512-653-6844	512-389-7111
Amanda Doemland, LCSW	HCHV Coordinator	Corpus Chrsti, Outpatient Clinic 122	5283 Old Brownsville Rd	Corpus Christi, TX 78405	361-806-5600 ext.62236	361-806-5604
Linda E. Saucedo, SW	HCHV Coordinator	VA Medical Center	300 W. Rosedale	Ft. Worth, TX 76104	817-255-7123	817-255-7166
VISN 18						
Michael A. Leon, LCSW	HCHV Coordinator	Carl T. Hayden VAMC -644	650 E. Indian School Rd.	Phoenix, AZ 85012	602-277-5551ext. 7656	602-222-6521
Jeff Doyle	Homeless Coordinator	VA Medical Center -501	1501 San Pedro, SE.	Albuquerque, NM 87120	505-265-1711 ext.5922	505-256-2723
Virginia Sartini, SW	HCHV Coordinator	VA Medical Center -504	6010 Amarillo Blvd., W.	Amarillo, TX 79106	806-355-9703 ext.7522	806-356-3794
William Groth	Homeless Veterans Coordinator	VA Medical Center West Texas-519	300 Veterans Blvd.	Big Spring, TX 79720-5500	432-263-7361 ext. 7041	432-268-5086
Joel A. Arrigucci, SW	Homeless/CWT Program Coordinator (116)	VA Health Care Center -756	5001 N. Piedras St.	El Paso, TX 79903-4211	915-564-6139	915-564-7867
John J. Shebek, SW	Homeless Veterans Coordinator	VA Medical Center -649	500 Highway 89 North	Prescott, AZ 86313	928-445-4860 ext.6380	928-776-6176
Clarissa Garcia	Homeless Veterans Coordinator (4-116A)	Southern Arizona VA HCS -678	3601 S. 6th Avenue Bld 66	Tucson, AZ 85723	520-792-1450 ext.5412	520-629-4725

Appendix 8: CHALENG Points of Contact by VISN

Name	Title/Program	Facility/Station Number	Address	City/State/Zip	Phone	Fax
VISN 19						
Colleen Cronin, SW	G&PD Liaison	VA Medical Center -554	1055 Clermont Street	Denver, CO 80220	303-399-8020 ext.3478	303-393-4656
Larry W. Melka, MSW	HCHV Program Coordinator	VA Medical Ctr. -442	2360 E. Pershing Blvd.	Cheyenne, WY 82001	307-778-7353	307-778-7812
Mark Annas, LCSW	HUD VASH Case Manager (11)	VA Med. & Regional Of. Ctr. -436	3687 Veterans Drive	Fort Harrison, MT 59636	406-447-6410	406-447-7333
Monroe Jack Freeman, LCSW	Homeless Program Coordinator	Colorado Springs VA Clinic	25 North Spruce	Colorado Springs, CO 80905	719-667-5588	719-667-4462
Lisa Strauss, LCSW	Homeless Coordinator	VA Medical Center -575	2121 North Avenue	Grand Junction, CO 81501	970-242-0731 ext.2723	970-256-8905
see Mark Annas above		VA Medical Center -617	210 S. Winchester	Miles City, MT 59301		
Lance Fromm, CSW	Homeless Veterans Program Coordinator	VA Medical Center -660	500 Foothill Blvd.	Salt Lake City, UT 84148	801-582-1565 ext.4619	801-584-2507
Scott Tomosovic, LCSW	Homeless Veterans Coordinator	VA Medical Center -666	1898 Fort Road	Sheridan, WY 82801	307-672-3473 ext. 3296	307-672-1911
VISN 20						
Eileen Devine	Homeless Program Coordinator	VA Medical Center -648	3701 SW US Vet. Hosp.Rd	Portland, OR 97207-2999	530-220-8262 ext.54239	360-905-1756
Jeremiah Newbold, LCSW	HCHV Outreach	VA Medical Center & Regional Office	3001 C Street	Anchorage, AK 99503	907-273-4017	907-273-4049
Jill Van Heel	Homelessness Coordinator	VA Medical Center -531	500 West Fort Street	Boise, ID 83702	208-422-1000 ext.7806	202-422-1241
David Strain, LCSW	HCHV Coordinator	VA Medical Center	2400 River Rd.	Eugene, OR 97404	541-345-5395	541-607-7573
Katherine Gerard	HCHV Coordinator S-116-ATC	VA Puget Sound HCS	1660 S. Columbian Way	Seattle, WA 98108	206-277-3260	206-589-4064
John Davis	HCHV Coordinator	VA Medical Center -668	4815 N. Assembly	Spokane, WA 99205	509-462-2500 EXT.4002	509-353-2709
Chris Oliver	HCHV Coordinator	VA Medical Center - (326)	77 Wainwright Drive	Walla Walla, WA 99362	509-525-5200 ext.22690	509-527-6113
Laura Janus, SW	HCHV Coordinator (122)	VA Domiciliary-692	8495 Crater Lake	White City, OR 97503	541-826-2111 ext.3772	
VISN 21						
Michael J. Martin, LCSW	HCHV Coordinator	VA Medical Center	401 Third Street (122)	San Francisco, CA 94107	415-551-7309	415-861-0323
Carolyn S. Hughes, PhD, LCSW	Chief, Social Work Service/HCHV Coordinator	VA Medical Center -570	2615 E. Clinton Avenue	Fresno, CA 93703	559-225-6100 ext.5671	559-228-6903
Rick Velasquez, MSW (116/3B1)	Homeless Program Coordinator	VA Pacific Islands HCS	459 Patterson Road	Honolulu, HI 96819-1522	808-433-0335	808-433-0392
see Rachael Sanders below		VA Medical Center -599	4951 Arroyo Road	Livermore, CA 94550	650-493-5000 ext. 23005	
see Tracy Cascio, below	Homeless Program Coordinator	Oakland Army Base	2502 W . 14th St.	Oakland, CA 94607	510-587-3405	510-587-3420
Rachael M. Sanders	Homeless Program Coordinator (D219/180D)	VA Palo Alto HCS	795 Willow Road, Bldg 334	Menlo Park, CA 94025	650-493-5000 ext. 23005	650-617-2787
Paula Rowles, LCSW	Coordinator HCHV/GPD Liaison	VA Medical Center -654	1000 Locust Street	Reno, NV 89502	775-328-1761	775-328-1403
Tracy Cascio, SW	Homeless Program Coordinator	VANCHCS-Social Work Service (122)	150 Muir Road	Martinez, CA 94553	925-372-2420	925-372-2501
VISN 22						
Mechel Stanley, RN	Homeless Veterans Program. Coordinator	VA Medical Center -600	5901 East 7th Street	Long Beach, CA 90822	562-826-8473	562-826-8000
Marcia Evans, RN, MSN	Homeless Program Coordinator	c/o CBOC	P.O. Box 360001	N. Las Vegas, NV 89036	702-636-3000 ext.6056	702-636-4078
Susann Adams, LCSW	Homeless Veterans Program Coordinator	VA Medical Center -116A	11201 Benton Street	Loma Linda, CA 92354	909-825-7084 ext.2388 Pager #7382	909-422-3186
Jo Etta Brown Higgins, MSW	Homeless Veterans Coord/Site Manager	LAACC	351 E. Temple Street	Los Angeles, CA 90012-3328	213-253-2677 ext. 4766	213-253-5555
Jessica Brian, LCSW	Homeless Veterans Program Coordinator	VA Mission Valley Outpatient Clininc	8810 Rio San Diego Drive. Suite 2200	San Diego, CA 92108	619-400-5167	619-400-5159
see Michele Wildy below	Chief, Community Care	SACC	16111 Plummer Street	Sepulveda, CA 91343	818-895-9596	818-895-9339
Michele Wildy, LCSW	Chief, Community Care	VA Greater Los Angeles HCS	11301 Wilshire Blvd.	Los Angeles, CA 90073	310-268-3385	310-268-4743
VISN 23						
Jonelle Draughn, LICSW	Acting Program Coordinator	VA Medical Center -618	One Veterans Drive	Minneapolis, MN 55417	612-467-1702	612-467-5971
Diana Hall	Homeless Veterans Coordinator	VA Med. & Regional Office -437	2101 North Elm Street	Fargo, ND 58102	701-239-3700, ext.3150	701-237-2642
Linda Chleq, SW	Homeless Veterans Coordinator	VA Medical Center -568	113 Comanche Road	Fort Meade, SD 57741	605-490-2404	605-347-7204
see Linda Chleq above	Homeless Veterans Coordinator	VA Medical Center -579	500 N. 5th Street	Hot Springs, SD 57747	605-745-2022	605-745-2056
Candice Cummings, SW Exec.	Homeless Coordinator	VA Medical Center	2501 W 22nd St.	Sioux Falls, SD 57117-5046	605-336-3230 ext. 6135	605-373-4119
Carolyn Ramirez	HCHV Coordinator	VA Medical Center -656	4801 Venterans Dr.	St. Cloud, MN 56303	320-252-1670 ext. 7190	320-255-6378
Michael Johnson	Homeless Program Coordinator	VAMC, NWIHS -636	4101 Woolworth Avenue	Omaha, NE 68105	402-943-5574	402-977-5684
Kimberly S. Neal, MSW	HCHV Coordinator	VA Medical Center -555	3600 30th Street, Bldg.5. Rm.124	Des Moines, IA 50310-5774	515-699-5999 ext.4036	515-699-5465
Janelle Brock, MSW, LCSW	HCHV Coordinator	VA Medical Center -574	2201 N. Broadwell Ave.	Grand Island, NE 68803-2196	308-382-3660 ext.9-2059	
Sarah E. Oliver, SW	Homeless Coordinator	VA Medical Center -584	601 Highway 6 West	Iowa City, IA 52246	563-370-1779	563-370-1779
See Kimberly Neal above	Homeless Program Coordinator	VA Central Iowa HCS -592	3600 30th Street	Knoxville, IA 50138		
Joe P. Heatherly SW (116)	Homeless Coordinator	VA Medical Center -597	600 South 70th Street	Lincoln, NE 68510	402-489-3802 ext. 6980	

Name (optional): _____

City: _____ State: _____

Please use a dark pen. Thank you for your participation!

1. Where are you living?

- ☐ Homeless (on streets, in shelter, car)
- ☐ VADomiciliary
- ☐ Grant and Per Diem or other Transitional housing program
- ☐ Permanent Housing (including VASH and Section 8)

2. Have you been homeless for the past 12 months?

- ☐ Yes ☐ No

3. Have you been homeless at least four times in the past three years?

- ☐ Yes ☐ No

4. NEEDS (ALL PARTICIPANTS COMPLETE) - Please rate the following needs of homeless veterans in your community area.

Unmet					Met
1	2	3	4	5	Rating - Please shade one circle per line
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1. Assistance with personal hygiene
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2. Food
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3. Clothing
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4. Immediate shelter (an emergency place to stay)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5. Transitional living facility or halfway house
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6. Long-term, permanent housing
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7. Detoxification from substances
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	8. Treatment for substance abuse
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9. Services for emotional or psychiatric problems
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10. Treatment for dual diagnosis
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11. Family counseling
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12. Medical services
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13. Women's health care
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14. Help with medication
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15. Drop-in center or day program
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16. AIDS/HIV testing/counseling
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17. TB testing
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18. TB treatment
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19. Hepatitis C testing

Station

Affiliated VA

2

2

0

1



	Unmet		Met
20. Dental care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Eye care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Glasses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. VA disability/pension	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Welfare payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. SSI/SSD process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Guardianship (financial)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Help managing money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Job training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Help with finding a job or getting employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	30. Help getting needed documents or identification
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	31. Help with transportation
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	32. Education
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	33. Child care
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	34. Family reconciliation assistance
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	35. Discharge upgrade
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	36. Spiritual
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	37. Re-entry services for incarcerated veterans
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	38. Elder health care
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	39. Credit counseling
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	40. Legal assistance for child support issues
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	41. Legal assistance for outstanding warrants/fines
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	42. Help developing social network

5. Which **three** needs from **NEEDS** question #4 (1-42) are the most important for your VA/community to work on now?

Example: Food=02


0	2				
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6. General Assessment Questions

VA Accessibility: In general, how accessible do you feel VA services are to homeless veterans in the community?

Not Accessible ← → Highly Accessible

VA Service Coordination: Rate the ability of the VA to coordinate clinical services for homeless veterans with other non-VA or community agencies serving homeless veterans.

Not Able  Highly Able

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

Shade Circles Like This--> ●
Not Like This--> ⊗

USE A DARK-COLORED PEN. THANK YOU
FOR HELPING US IMPROVE OUR
SERVICES TO VETERANS!

For optimum accuracy, please print carefully and avoid contact with the edges of the box. The following will serve as an example:

1	2	3	4	5	6	7	8	9	0
---	---	---	---	---	---	---	---	---	---

Today's date: _____

Name: _____

Agency name: _____

Street address: _____

City: _____ State: _____ Zip: _____

Phone number: _____ Fax number: _____

Email: _____

1. Are you a homeless or formerly homeless veteran? (check only one if applicable)

☐ Homeless/Veteran ☐ Formerly Homeless/Veteran

2. Title Category/Your Program Function (please check one):

☐ Executive/TopLevelManager(Executive Director, CEO, Commander)

☐ Administrative/Mid-LevelManager(ProgramCoordinator, Program Supervisor)

☐ Clinician (social worker, case manager, nurse, outreach worker, doctor, C-SSO, LVER, DVOP, VDOP)

☐ ElectedGovernmentOfficialorrepresentative

☐ BoardMember

☐ Other (financial officer, attorney, police officer, office manager, admin staff, planning staff, etc.)

3. As part of Executive Order 13198, we are collecting information for the Federal Faith-Based and Community Initiative. In your opinion, is the agency you represent for CHALLENG a faith-based organization? (please check one)

☐ No ☐ Yes ☐ Not Sure ☐ Notrepresentinganagency

4. Personal Involvement in CHALLENG: I have been involved with CHALLENG for:

☐ 11 years or more ☐ 6-10years ☐ 1-5years ☐ < 1 year

OFFICE USE ONLY - DO NOT WRITE BELOW THIS LINE

Station

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 AffiliatedVA

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2	0	2	0	1
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5. Please select the choice that best describes the facility you are from (CHECK ONLY ONE)

☐ VA Medical Center

☐ VA Regional Office

☐ VA Outpatient Clinic

☐ Vet Center

☐ VISN

☐ VA Central Office

☐ VA National Cemetery Admin (NCA)

☐ State Department of Veterans Affairs

☐ Veteran Service Organization

☐ Non Profit Community Agency

☐ Private For Profit Community Agency

☐ Department of Defense (DOD)

☐ Department of Labor (DOL)

☐ Housing and Urban Development (HUD)

☐ Social Security Administration (SSA)

☐ Department of Agriculture (USDA)

☐ Other Federal Government Agency

☐ Other State Government Agency

☐ Local Government Agency

☐ Correctional Agency

☐ Other

6. COMMUNITY FEEDBACK, PART I (ALL PARTICIPANTS COMPLETE)

General Assessment Questions
Please shade one circle per line

VA Accessibility: In general, how accessible do you feel VA services are to homeless veterans in the community?

Not Accessible	1	2	3	4	5	Highly Accessible
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

VA Service Coordination: Rate the ability of the VA to coordinate clinical services for homeless veterans with your agency.

Not Able	1	2	3	4	5	Highly Able
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PLEASE TURN OVER AND COMPLETE OTHER SIDE

7. NEEDS (ALL PARTICIPANTS COMPLETE) - Please rate the following needs of homeless veterans in your community. This is an assessment of unmet/met needs based on all local resources (VA and non-VA).

UNMET	1	2	3	4	5	MET	Rating - Please shade one circle per line
1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1.	Assistance with personal hygiene
2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2.	Food
3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3.	Clothing
4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4.	Immediate shelter (an emergency place to stay)
5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5.	Transitional living facility or halfway house
6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6.	Long-term, permanent housing
7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7.	Detoxification from substances
8	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	8.	Treatment for substance abuse
9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9.	Services for emotional or psychiatric problems
10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10.	Treatment for dual diagnosis
11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11.	Family counseling
12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12.	Medical services
13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13.	Women's health care
14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14.	Help with medication
15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15.	Drop-in center or day program
16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16.	AIDS/HIV testing/counseling
17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17.	TB testing
18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18.	TB treatment
19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19.	Hepatitis C testing
20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20.	Dental care
21	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21.	Eye care
22	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22.	Glasses
23	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23.	VA disability/pension
24	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	24.	Welfare payments
25	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	25.	SSI/SSD process
26	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26.	Guardianship (financial)
27	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	27.	Help managing money
28	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	28.	Job training
29	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	29.	Help with finding a job or getting employment
30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	30.	Help getting needed documents or identification
31	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	31.	Help with transportation
32	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	32.	Education
33	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	33.	Child care
34	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	34.	Family reconciliation assistance
35	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	35.	Discharge upgrade
36	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	36.	Spiritual
37	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	37.	Re-entry services for incarcerated veterans
38	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	38.	Elder health care
39	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	39.	Credit counseling
40	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	40.	Legal assistance for child support issues
41	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	41.	Legal assistance for outstanding warrants/fines
42	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	42.	Help developing social network

2	0	2	0	1
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8. Which three needs from NEEDS question 7 (1-42) are the most important for you to work on now?

Example: Food=02

0	2
---	---

 1.

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 2.

--	--

 3.

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9 . COMMUNITY FEEDBACK, PART II (IMPORTANT: VA STAFF SKIP)

We are interested in the amount of collaboration between VA and other government and community agencies. Please let us know to what extent your agency and the VA have set up or implemented each of the following strategies:

- 1 = None, no steps taken to initiate implementation of the strategy.
2 = Low, in planning and/or initial minor steps taken.
3 = Moderate, significant steps taken but full implementation not achieved.
4 = High, strategy fully implemented.

Strategy - Please shade one circle per line	None				High			
	1	2	3	4	1	2	3	4
Interagency Coordinating Body - The VA and your agency meet formally to promote access to services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Co-location of Services - The VA and your agency's services are in one location.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cross-Training - Training that involves both the VA and your agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interagency Agreements/ Memoranda of Understanding - Agreements between the VA and your agency to coordinate services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interagency Client Tracking Systems/Management Information Systems - Shared computer tracking systems that link the VA and your agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pooled/Joint Funding - Combining of funds from the VA and your agency to create new services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uniform Applications, Eligibility Criteria, and Intake Assessments - Standardized forms to apply for services both at the VA and your agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interagency Service Delivery Team/Provider Coalition - Team comprised of VA and agency staff to assist clients with multiple needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consolidation of Programs/Agencies - Combining programs in order to integrate service delivery.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexible Funding - Flexible funding used to get additional resources to further systems integration e.g. contingency/emergency fund, or a fund to purchase unavailable services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of Special Waivers - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System Integration Coordinator - A staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>